



# Motor Vehicle Division

## Division *Performance Results*

**June 2005**

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2005 MONTHLY REPORT			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Customer Services / Customer Service
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	2	To improve customer service.		
AGENCY and MVD/PROGRAM OBJECTIVE	1	For FY 2005, achieve an average customer total visit time (door-to-door) in field offices of 30 minutes or less.		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimated
IP	Number of MVD customers served in field offices (in thousands)	4,615.5	379.1	394.0	368.9	351.1	342.0	337.0	357.7	289.7	406.9	359.9	361.2	385.8	4,333.2	4,630
OP	Number of transactions (thousands)	5,777.2	493.9	515.3	482.2	446.5	444.4	440.1	465.0	423.8	524.6	477.1	468.2	503.9	5,684.9	5,694
EF	Average customer wait time (door-to-counter) in field offices (minutes)	15.1	14.8	14.0	15.4	20.0	18.2	16.3	20.6	24.3	28.7	26.7	28.5	31.1	21.6	20
EF	Average transaction time (counter-to-door) in field offices (minutes)	7.9	7.8	8.0	8.2	8.2	8.6	8.7	8.1	8.5	8.0	8.1	8.0	8.0	8.2	10
EF	Average customer total visit time (door-to-door) in field offices (minutes)	23.0	22.6	22.0	23.6	28.2	26.8	25.1	28.6	32.8	36.7	34.8	36.5	39.1	29.8	30
EF	Percent of customers waiting for 20 minutes or less	69.0%	68.3%	69.3%	65.9%	57.8%	59.1%	64.3%	56.1%	49.4%	45.1%	49.8%	45.9%	41.9%	56.1%	70%
QL	Percent of customers rating overall service either excellent or good (combined totals of ratings ranging from 7-10 on a 1-10 scale)	82.0%	78.4%			76.4%			76.1%			Will be reported approximately in October 2005			77.2%	83%
IP	Average number of MVCSAs and MVCSRs	756	735	764	753	744	734	731	740	719	704	699	686	685	725	800

## VARIANCE STATEMENT

**JULY:** Visit time decreased slightly from 23.2 minutes in June, which is attributed to approximate decreases of 22,000 each in customers and transactions; staffing levels also increased by 10 from June.

**AUGUST:** Overall total visit time decreased despite an increase of customers and transactions. Improvements can be attributed to a reduction in vacant positions and continued production increases by recently hired employees.

**SEPTEMBER:** Total visit time increased by 1.6 minutes, which may be attributed to the loss of 26 program staff statewide in September. Increased visit times may continue in the short-term due to these vacancies until they are filled; however, the program continues to seek to counter negative impacts by implementing all appropriate office efficiencies to improve processes and customer service.

**OCTOBER:** Total customers decreased by 17,825 and transactions decreased by 35,749. However, total visit time increased by 4.6 minutes, which is attributed to decreased average staff levels, temporary staff shortages, and an increased emphasis on the review of documents for possible fraud. Staffing has been affected by attendance of new CSRs at Q1-Q4 training, attendance of many employees at fraud training, and a Supervisor Symposium held in Phoenix on September 21-23, which required the attendance of many front line supervisors. As a result, many lead employees were acting as supervisors, which further decreased the total number of CSRs available to serve customers on those specific business days.

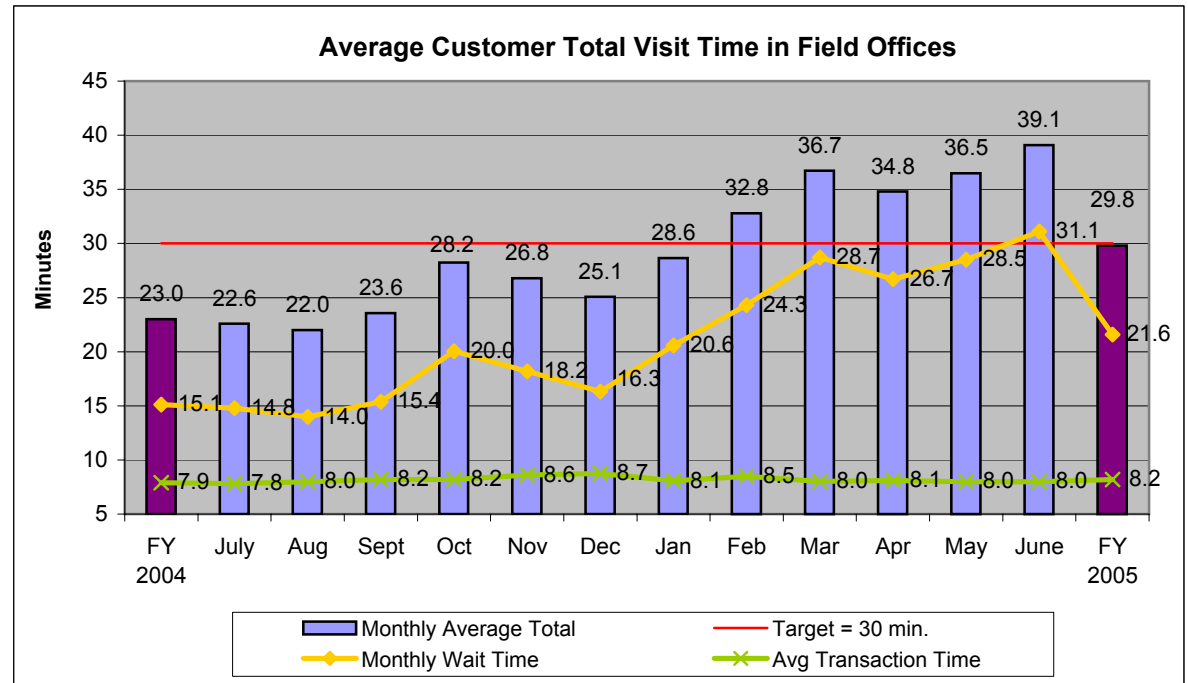
**NOVEMBER:** Visit times decreased from October, which is attributed to decreased customers and transactions and increased availability of staff, following the completion of training and the Supervisor Symposium held in October.

**DECEMBER:** Average visit time decreases can be attributed to lower customer and transaction counts.

**JANUARY:** The 3.5 minute increase in wait time is attributed to an approximate increase of 24,000 transactions and 20,000 customers. This increase is in line with previous trends; historically, January has a pattern of increased customers and transactions as compared to the month of December.

**FEBRUARY:** Lower transaction and customer counts are due to fewer work days in February than in January. However, for unknown reasons, average daily transactions in February were more than 900 higher than January's daily average. This average daily increase, combined with decreased staffing levels, contributed to higher wait times.

**MARCH:** The 4.5 minute increase in wait time is attributed to the largest monthly increase of customers and transactions this year (approximately 117,000 and 101,000, respectively). In addition, average staffing levels continue to decrease, down from 719 to 704.



**APRIL:** The overall total visit time decreased by 2.0 minutes, which can be attributed to a 47,000 decrease in transactions and approximately 47,500 customers. Employees and management continue to display positive morale in spite of a continuing decrease in staffing levels and higher wait times.

**MAY:** Total wait time increased by 1.8 minutes, due to overall staffing decreases as well as training of new hires. Total transactions and customer counts varied only slightly with nearly 1,300 additional customers and 8,900 fewer transactions.

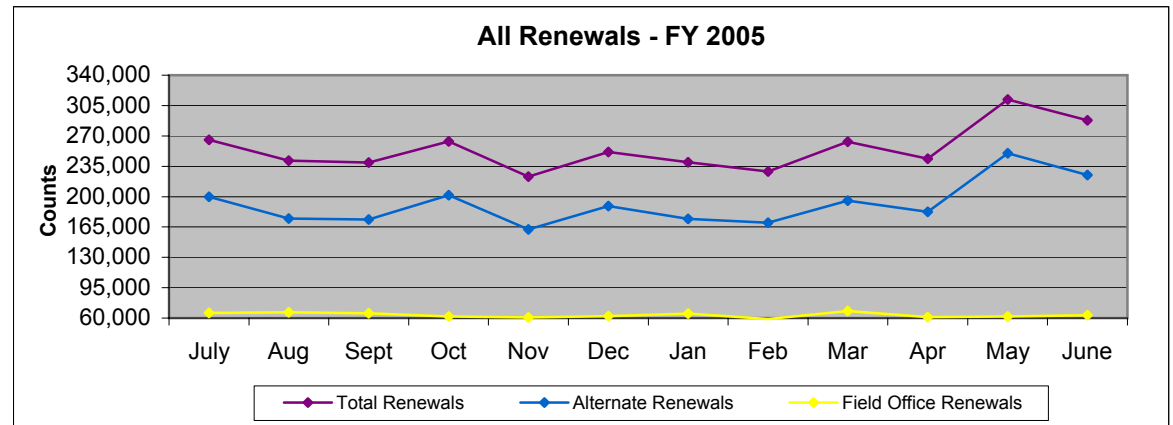
**JUNE:** The 2.6 minute increase in wait time is attributed to an increase of approximately 36,000 transactions and 25,000 customers.

<b>2005 MONTHLY REPORT</b>		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	<b>Customer Services / Competitive Government Partnerships</b>
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	2	To improve customer service.	
MVD/PROGRAM OBJECTIVE	2	<b>For FY 2005, ensure at least 72.1% of all vehicle registration renewals are completed through alternate methods.</b>	

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
OP	Number of vehicle registration renewals (field office and alternate methods)	2,923,036	265,446	241,547	239,358	263,598	222,976	251,325	239,574	228,896	263,371	243,737	312,093	287,980	3,059,901	3,015,200
OP	Number of all vehicle registration renewals completed by field offices	825,150	65,771	66,668	65,583	61,937	60,868	62,178	65,306	58,813	68,059	61,221	61,930	63,227	761,561	840,000
OP	Percent of all vehicle registration renewals completed by field offices	28%	25%	28%	27%	23%	27%	25%	27%	26%	26%	25%	20%	22%	24.9%	28%
OC	Number of all vehicle registration renewals completed through alternate methods	2,097,886	199,675	174,879	173,775	201,661	162,108	189,147	174,268	170,083	195,312	182,516	250,163	224,753	2,298,340	2,175,200
OC	Percent of all vehicle registration renewals completed through alternate methods	71.8%	75.2%	72.4%	72.6%	76.5%	72.7%	75.3%	72.7%	74.3%	74.2%	74.9%	80.2%	78.0%	75.1%	72.1%
OP	Renew-by-Mail count	999,360	85,903	77,362	82,093	87,204	73,546	74,652	77,729	78,798	86,563	44,051	125,921	91,263	985,085	1,020,000
OP	Internet and Interactive Voice Response (IVR) count	816,983	81,022	84,929	78,629	80,957	73,547	77,599	81,029	76,813	91,188	86,538	95,794	97,035	1,005,080	864,000
OP	Third Party renewal count	209,311	26,226	8,277	8,551	28,832	10,706	31,665	10,835	10,154	11,804	47,008	10,600	30,318	234,976	217,200
OP	Drop Box renewal count	58,459	4,303	4,025	4,177	4,270	3,617	4,177	4,012	3,718	5,255	4,345	4,714	5,402	52,015	60,000
OP	Fleet renewal count	13,773	2,221	286	325	398	692	1,054	663	600	502	574	13,134	735	21,184	14,000
OP	Renew-by-Mail renewal percentage	34.2%	32.4%	32.0%	34.3%	33.1%	33.0%	29.7%	32.4%	34.4%	32.9%	18.1%	40.3%	31.7%	32.2%	33.8%
OP	Internet and Interactive Voice Response (IVR) percentage	27.9%	30.5%	35.2%	32.8%	30.7%	33.0%	30.9%	33.8%	33.6%	34.6%	35.5%	30.7%	33.7%	32.8%	28.7%
OP	Third Party renewal percentage	7.2%	9.9%	3.4%	3.6%	10.9%	4.8%	12.6%	4.5%	4.4%	4.5%	19.3%	3.4%	10.5%	7.7%	7.2%
OP	Drop Box renewal percentage	2.0%	1.6%	1.7%	1.7%	1.6%	1.6%	1.7%	1.7%	1.6%	2.0%	1.8%	1.5%	1.9%	1.7%	2.0%
OP	Fleet renewal percentage	0.5%	0.8%	0.1%	0.1%	0.2%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	4.2%	0.3%	0.7%	0.5%

## NOTES

The graph relating to the key measure for this objective, entitled "Renewals Completed Through All Alternate Methods," is on the following page. Other graphs are displayed to show FY 1998-05 annual and FY 2005 monthly trends for (1) all renewals, including field office and alternate; and (2) growth in the highest alternate renewal categories (i.e., Renew-By-Mail, Internet and IVR, and Third Party).



## VARIANCE STATEMENT

**JULY:** Only Internet and fleets increased renewal transactions from June. Even with 16,880 U-Haul renewals, third party had a 1,460 decrease this month.

**AUGUST:** August trends were typical, with only field office and Internet renewal transactions increasing from July.

**SEPTEMBER:** No significant variance from August to September.

**OCTOBER:** Moderate transaction increases in most renewal types appear to follow annual trends, except for field office renewal counts, which decreased from September. (Field office counts increased significantly during each of the last three years in October.) Overall third party renewal counts were higher than September with the addition of 19,460 U-Haul renewals.

**NOVEMBER:** All renewal types decreased from October except fleets, reflecting historical annual trends of overall decreases in many types of transactions for the month.

**DECEMBER:** Consistent with trends, all renewal types increased from November. U-Haul renewals totaling 20,962 pushed Third Party to its fourth highest December renewal count in its history.

**JANUARY:** Typical for January, overall renewal transactions are down from December despite slight increases in over-the-counter, Renew-by-Mail, and Internet renewal transactions.

**FEBRUARY:** With the exception of RBM which increased, all other renewals decreased, consistent with annual cycles.

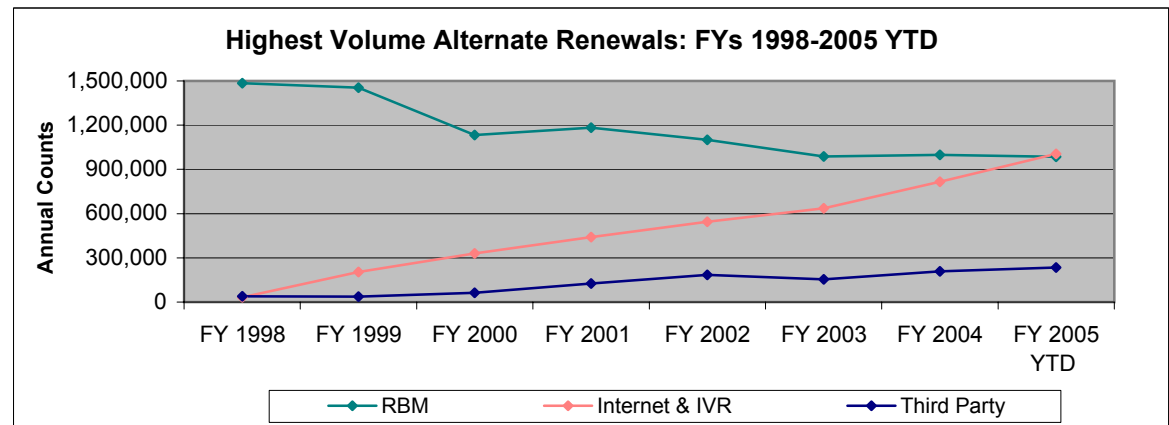
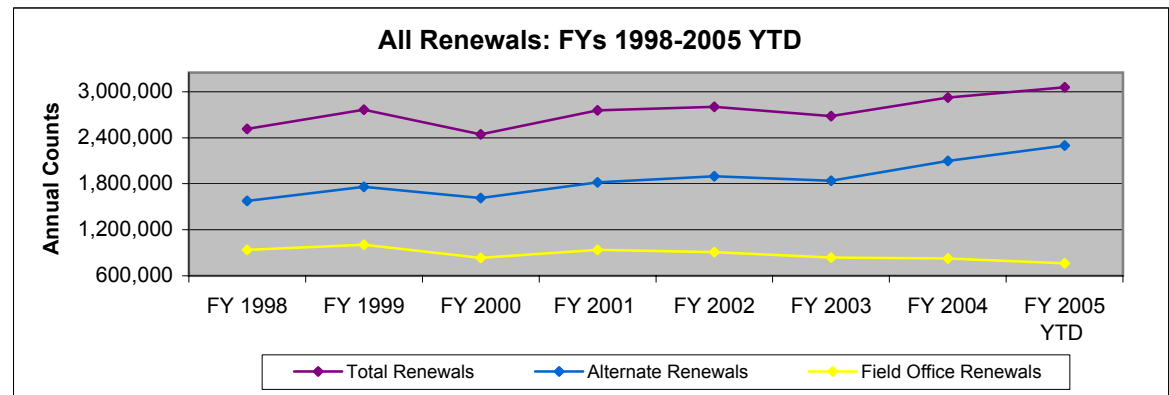
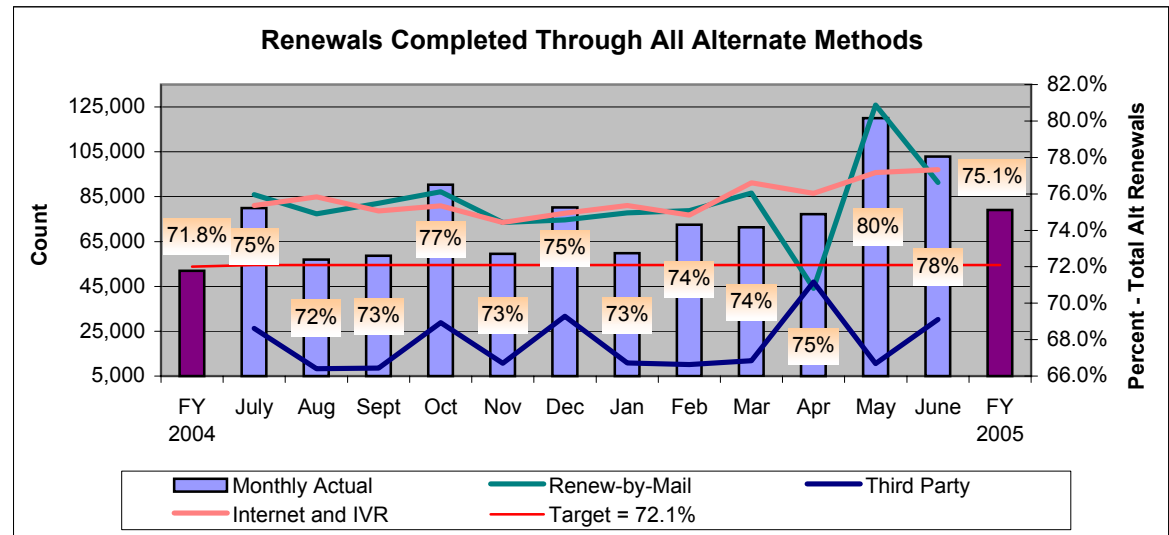
**MARCH:** All renewals increased except Fleets. The increases are consistent with annual cycles.

**APRIL:** Due to procedural changes recommended by the Auditor General's Office, RBM developed a 21-day backlog of approximately 80,000 renewals. This backlog resulted in the completion of only 44,051 RBM renewals, the lowest monthly count on record. The second lowest count was recorded in November 2001 and totaled 66,457. Third Party renewals increased due largely to U-haul registrations.

**MAY:** Trends are fairly normal for May with two exceptions: (1) Due to approved overtime, RBM was able to recover from the huge backlog in April and get renewal completions back on schedule; (2) The Fleet renewal count is the highest it has been in nearly six years.

**JUNE:** Renewal completions decreased in June as compared with May when overtime was expended to reduce RBM backlog. However, most June renewal counts except fleets were larger than fiscal year averages. Alternative renewals increased 200,867 between FY 2004 and FY 2005; and for the first time in history, a milestone was hit as Internet renewals surpassed RBM renewals by nearly 20,000 transactions.

## KEY MEASURE



<b>2005 MONTHLY REPORT</b>			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Customer Services / Competitive Government Partnerships
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	5	To increase the use of electronic service delivery.		
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For FY 2005, increase the number of Internet and IVR transactions and activities to 4.09 million (average 340,833 per month).</b>		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimated
OP	Total Internet and IVR transactions	3,223,712	348,417	371,910	371,865	367,490	307,888	282,162	337,555	328,129	384,211	364,362	381,883	399,385	4,245,257	4,090,000
OP	Government-to-consumer Internet and IVR transactions	1,899,439	227,520	249,663	249,016	253,714	194,516	188,616	218,091	208,655	245,199	233,542	249,713	266,484	2,784,729	2,536,850
OP	Registration renewal (10-97)	626,046	64,598	67,635	62,406	64,043	57,902	61,436	64,516	61,071	73,602	70,496	77,052	79,798	804,555	626,500
OP	Interactive Voice Response (IVR) for vehicle registrations only (10-97)	193,320	16,427	17,310	16,224	16,918	15,648	16,230	16,516	15,767	17,588	16,055	18,745	17,236	200,664	180,000
OP	Permanent Fleet registration renewal (7-99)	1,008	9	56	16	47	79	98	155	220	163	260	60	79	1,242	1,050
OP	Duplicate registration (2-03)	18,809	1,979	1,949	1,725	1,678	1,663	1,531	2,134	2,252	2,646	1,831	2,070	2,205	23,663	18,800
OP	Duplicate driver license/ID (2-00)	166,723	18,987	18,697	17,630	16,057	15,059	14,687	16,694	15,716	18,771	17,703	19,054	22,368	211,423	166,900
OP	Driver license reinstatement (6-02)	8,125	797	826	859	859	823	779	925	974	1,139	984	1,061	1,219	11,245	8,150
OP	Special plate order (9-99)	8,184	704	782	666	625	534	550	602	602	714	793	2,207	1,473	10,252	8,200
OP	Personalized plate order (9-99)	26,134	2,352	2,476	2,331	2,232	1,975	2,179	2,305	2,340	2,818	2,716	2,946	2,877	29,547	26,200
OP	Address change (3-01)	269,705	33,060	39,563	39,071	38,669	23,477	20,201	24,601	22,600	26,464	24,897	27,271	31,593	351,467	270,000
OP	3-day restricted use permit (1-02)	256,258	29,103	29,363	30,402	33,075	32,376	35,395	39,574	40,465	48,571	48,231	47,832	51,075	465,462	235,000
OP	Plate credit inquiry (1-02)	256,731	21,209	21,110	20,602	19,732	24,693	19,731	23,587	20,707	22,212	19,038	18,624	21,388	252,633	250,000
OP	Vehicle sold notice (3-02)	101,328	9,121	9,024	9,454	9,089	7,810	8,096	9,290	10,166	11,206	11,011	12,539	13,377	120,183	101,500
OP	De-Insured Certificates (11-01)	14,507	1,448	1,442	1,378	1,332	1,332	1,360	1,748	2,033	2,560	3,074	3,018	2,815	23,540	14,550
OP	Voter registration (7-02)	140,353	26,178	37,613	44,472	47,622	9,469	4,736	6,077	5,449	6,767	6,581	6,995	8,064	210,023	110,000
OP	30-day permits (2-04)	5,528	1,548	1,817	1,780	1,736	1,676	1,607	1,886	1,793	2,125	2,148	2,255	2,354	22,725	20,000
OP	PFTO Refunds (1-05)	0	0	0	0	0	0	0	7,481	6,500	7,853	7,724	7,984	8,563	46,105	500,000
OP	Government-to-business Internet transactions	1,324,273	120,897	122,247	122,849	113,776	113,372	93,546	119,464	119,474	139,012	131,105	133,275	132,901	1,461,918	1,553,150
OP	Registration Fee Calculation (1-02)	531,319	48,636	49,852	48,877	45,734	46,189	48,129	49,902	47,294	54,186	51,985	50,216	45,122	586,122	531,400
OP	30-day Non-Resident (8-04)	0	0	454	2,160	2,673	3,231	3,468	3,860	3,911	4,561	3,456	2,790	2,824	33,388	20,000
OP	90-day Resident Registration (6-02)	2,858	385	455	371	420	639	658	688	699	912	1,156	877	936	8,196	2,900
OP	Temporary Registration Plate (7-03)	784,158	70,519	68,827	66,162	63,309	58,335	34,591	63,120	63,435	72,704	70,375	72,010	74,409	777,796	784,200
OP	Motor Carrier Permits (pilot 7-03) (phase II pilot 5-04)	1,219	247	323	297	302	365	279	295	302	447	414	421	491	4,183	1,250
OP	Dealer license renewals (pilot 11-03) (phase II 8-04)	1,388	0	1,367	3,940	296	3,600	5,131	413	2,527	2,957	137	2,353	3,202	25,923	120,000
OP	Abandoned Vehicle reporting (pilot 4-04)	1,082	548	434	489	377	369	581	470	577	582	459	337	200	5,423	1,100
OP	30-day permits (2-04)	2,249	562	535	553	665	644	709	716	636	836	961	978	1,017	8,812	2,300
OP	Motor Vehicle Records (MVRs) (2-05)	0	0	0	0	0	0	0	0	93	1,827	1,877	2,188	2,751	8,736	90,000
OP	EZ Lienholder MVRs (4-05)	0	0	0	0	0	0	0	0	0	0	285	1,105	1,914	3,304	0
OP	Ignition Interlock (6-05)	0	0	0	0	0	0	0	0	0	0	0	0	35	35	0



Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	July	May	June	FY 2005	FY 2005 Estimated
OP	Average monthly number of Internet and IVR transactions	268,643	348,417	360,164	364,064	364,921	353,514	341,622	341,041	339,427	344,403	346,399	349,625	353,771	353,771	340,833
OC	Percent increase in total Internet transactions	83.0%	13.5%	3.3%	1.1%	0.2%	-3.2%	-3.5%	-0.2%	-0.5%	1.4%	0.6%	0.9%	1.2%	31.7%	26.9%
QL	Percent of customers rating overall service either excellent or good (combined totals of ratings ranging from 7-10 on a 1-10 scale)	99.1%	99.2%	98.8%	99.1%	98.9%	99.1%	99.0%	98.9%	98.9%	99.0%	99.1%	99.0%	99.0%	99.1%	99%
OP	Internet revenues collected by MVD	\$128,166,596	\$13,252,788	\$13,857,780	\$12,693,878	\$13,114,732	\$11,948,020	\$13,778,124	\$13,362,694	\$12,453,665	\$15,244,141	\$14,953,945	\$16,037,075	\$16,439,666	\$167,136,508	\$156,400,000
OP	IVR revenues collected by MVD	\$40,106,200	\$3,361,842	\$3,555,160	\$3,350,385	\$3,610,278	\$3,235,652	\$3,635,843	\$3,374,592	\$3,153,940	\$3,580,959	\$3,214,558	\$3,625,934	\$3,183,291	\$40,882,434	\$36,000,000
OP	Internet and IVR revenues retained by third parties	\$6,442,880	\$648,788	\$676,234	\$625,579	\$640,548	\$587,425	\$625,265	\$652,958	\$620,759	\$741,480	\$704,800	\$771,543	\$791,296	\$8,086,675	\$7,771,000
OP	Total Internet and IVR revenues collected	\$174,715,676	\$17,263,418	\$18,089,174	\$16,669,842	\$17,365,558	\$15,771,097	\$18,039,232	\$17,390,244	\$16,228,364	\$19,566,580	\$18,873,303	\$20,434,552	\$20,414,253	\$216,105,617	\$200,171,000

### VARIANCE STATEMENT

**JULY:** Internet transactions reached a record high of 348,000 in July. The most notable increase was Voter Registration (+11,404). Other increases over June include: Web Renewals (+1,752), Duplicate Driver Licenses (+1,317), Address Changes (+5,076), 3 Day Permits (+2,232), and TRPs (+4,471). A decrease was noted in Sold Notices (-1,168).

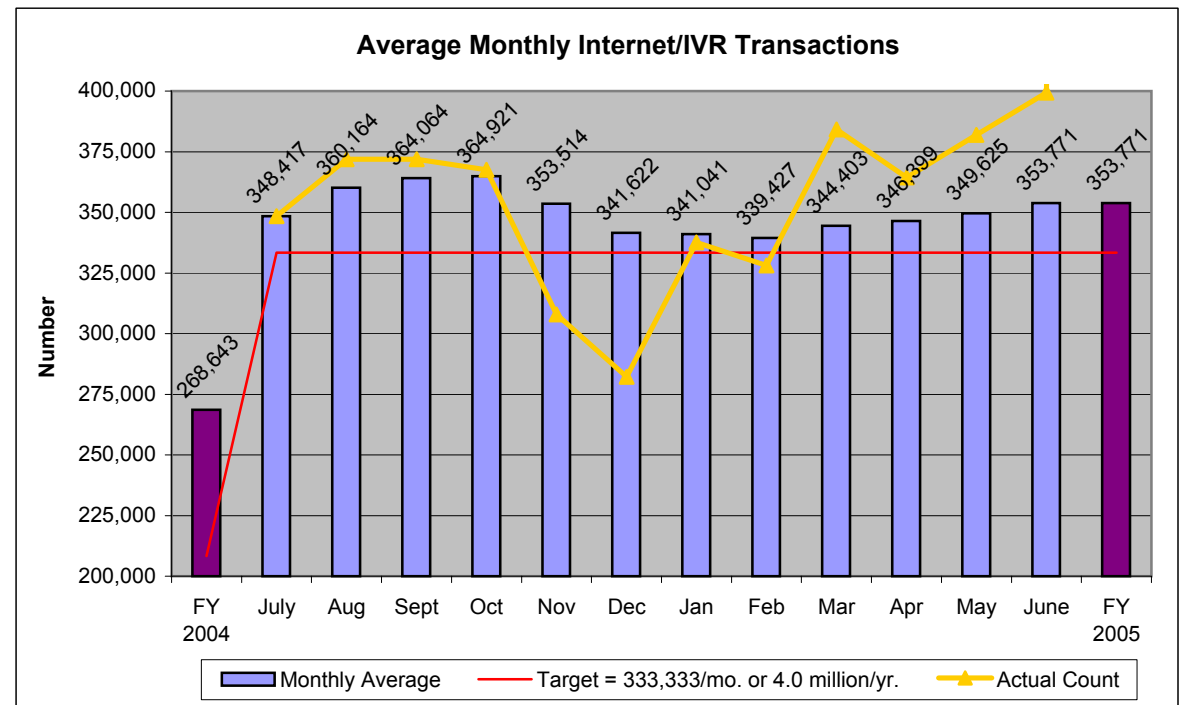
**AUGUST:** Overall transactions continue to increase over previous months with a record high of 371,910 transactions. EZ Voter Registration (+11,435) and EZ Address Change (+6,503) achieved notable increases over last month, probably due to the upcoming presidential election. The release of EZ Non-resident Permits was a success with 454 permits issued during the first 7 days via ServiceArizona.

**SEPTEMBER:** EZ Voter reached a record high over previous months with 44,472 transactions. Transactions should start to decline after the October 4th voter registration deadline. Notable decreases occurred in EZ Renewal (-5,229), EZ Dup (-1,067), EZ Fee Calc (-975), and EZ TRP (-2,665).

**OCTOBER:** Voter registration transactions increased over 3,000 in comparison with September, which is extraordinarily high considering that an October 4th voter registration deadline was imposed (22,000 transactions were received in one day alone in October). It is believed that customers accessing the site for voter registrations also complete other transactions, such as address changes and duplicate driver licenses. Thus, the overall decrease over last month (-4,375) may be linked to the curtailment of voter registrations.

**NOVEMBER:** Total Internet transactions were the lowest recorded for this fiscal year (a decrease of 59,602 as compared with October), which appears to be consistent with historical monthly counts for November. The decrease may also be due in part to the reduction of voter registrations, due to elections ending in early November.

**DECEMBER:** Total Internet transactions decreased by 25,726 from last month, which appears to be consistent with prior year totals. A major factor in the overall decrease is attributed to 23,744 fewer TRPs.





**JANUARY:** A 55,393 increase in overall transactions occurred, the largest of which was TRPs (+28,529). This may be due to an increase in new car purchases after the holiday season and is consistent with prior years. Other notable increases occurred in EZ Address (+4,400), 3-Day Permits (+4,179) and Plate Credit Inquires (+3,856). In addition, the new EZ Refund service was implemented on January 1st and resulted in 7,481 transactions this month.

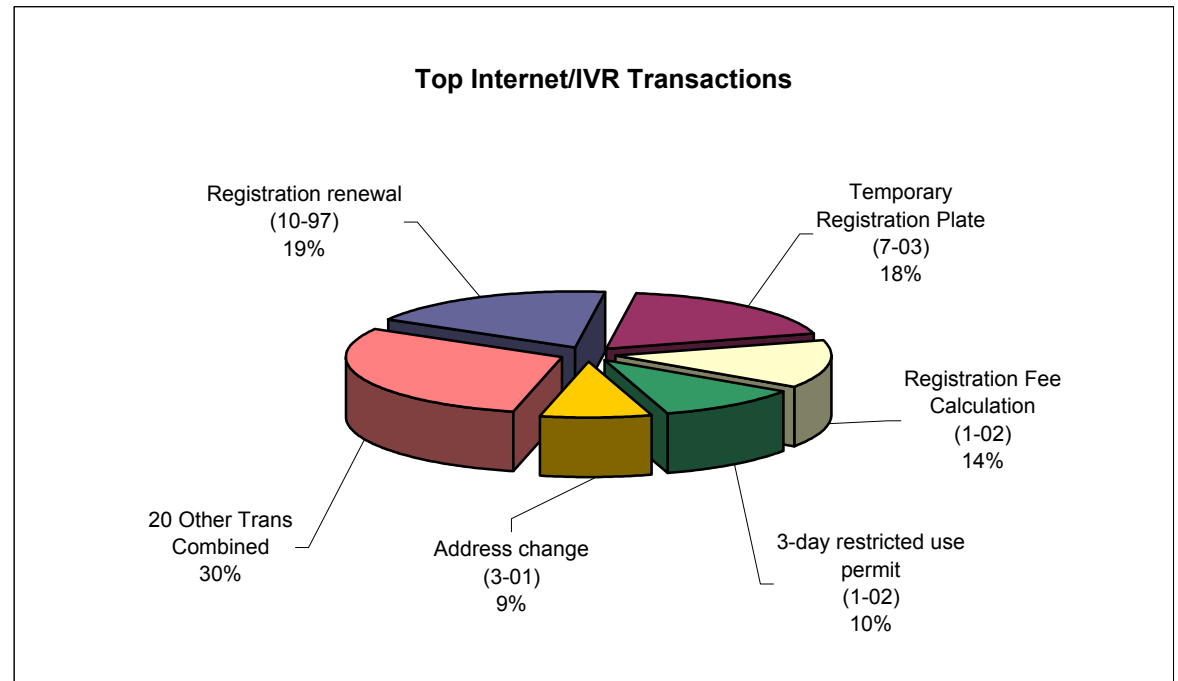
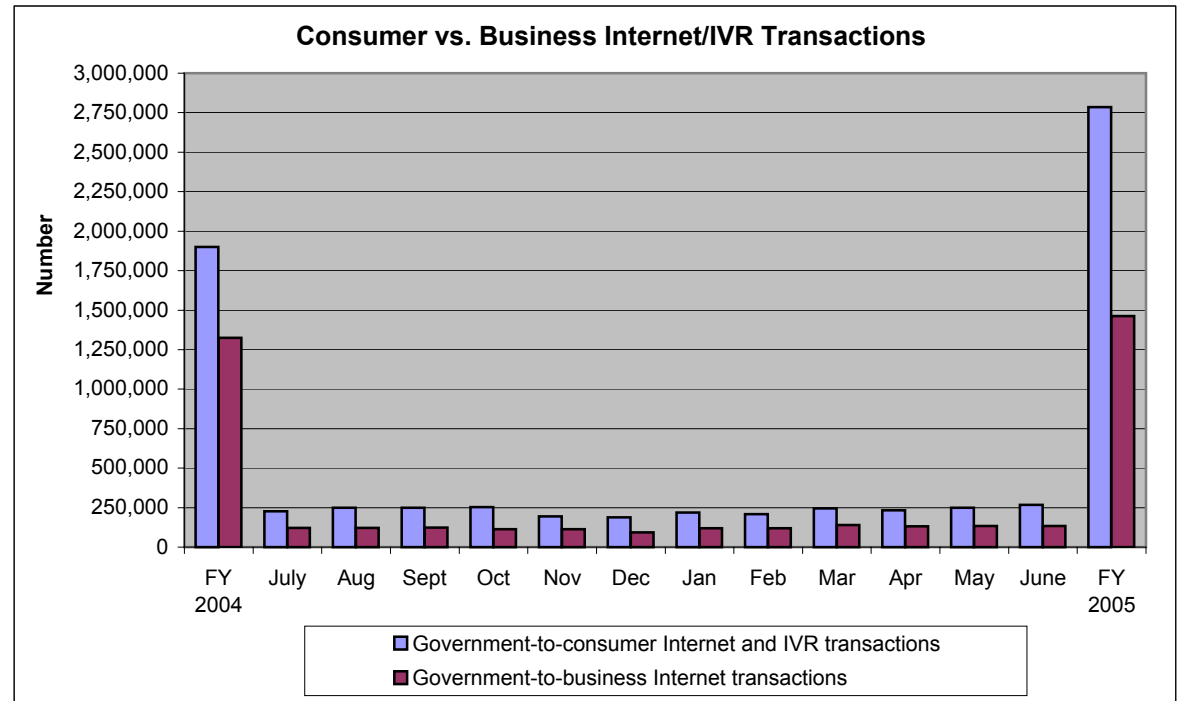
**FEBRUARY:** Total transactions remained fairly consistent with last month. Deinsurance Notices (2,033) and Duplicate Registrations (2,252) reached all time highs during February. EZ MVR was implemented on February 27, resulting in 93 transactions in two days. Minor decreases occurred in Renewals (-3,445) and Address Changes (-2,001).

**MARCH:** Total ServiceArizona transactions reached an all-time record high of 384,211 in March. Of the 25 available transactions, 18 reached record highs, including Registration Renewal, Duplicate Registration, Driver License Reinstatement, Personalized Plates, 3-Day Permits, Sold Notices, De-Insured Certificates, 30-Day Permits (Citizen and Dealer), Plate Refunds, IVR Renewal, Fee Calc, 30-Day Nonresident Permits, 90-Day Permits, TRPs, Motor Carrier Permits, Abandoned Vehicle Reporting, and Dealer MVRs. The most notable increases occurred in Registration Renewals (+12,531) and TRPs (+9,269). Historically, March tends to begin an overall increase in transactions.

**APRIL:** Overall transactions decreased from March (-20,000) but were not significant in any one area and are still above the monthly target. EZ MVRs for financial institutions and EZ Lienholder were implemented on April 24.

**MAY:** Though May was not a record month, the 381,883 transactions were 35,484 above this year's average. Internet renewals reached an all-time record high of 77,052 transactions and continue to increase, possibly due to a higher use of EZ Service Centers located within field offices. Special plate applications also reached a record high of 2,946 due to the popularity of the new Pet Friendly plate that was released on May 1st.

**JUNE:** Total Internet transactions reached an all time record of nearly 400,000 in June. Notable increases were seen in Renewals (+2,746), Duplicate Driver Licenses (+3,314), 3-Day Permits (+3,243), and TRPs (+2,399). Of the 27 transactions available on ServiceArizona, 11 had record highs for June. Total Internet transactions exceeded the FY 2004 objective by 155,257 transactions, or 12,938 per month.



<b>2005 MONTHLY REPORT</b>			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Customer Services / Division Operational Support Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	2	To improve customer service.		
SUBPROGRAM OBJECTIVE	3	For FY 2005, reduce average Level II telephone wait time to 20.1 minutes.		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
IP	Number of Level I telephone calls received	1,534,856	67,772	132,899	126,800	119,207	120,495	118,350	126,932	125,844	147,710	138,184	149,593	149,776	1,523,562	1,547,000
IP	Number of Level II telephone calls received during non-peak hours	506,467	22,172	46,583	44,325	42,734	45,436	45,801	51,982	50,530	58,076	53,162	52,260	52,152	565,213	551,000
IP	Total number of telephone calls received	2,041,323	89,944	179,482	171,125	161,941	165,931	164,151	178,914	176,374	205,786	191,346	201,853	201,928	2,088,775	2,098,000
EF	Average Level I telephone wait time (minutes)	0.7	0.5	0.6	0.5	0.4	0.2	0.2	0.0	0.1	0.1	0.1	0.2	0.0	0.2	0.4
EF	Average Level II telephone wait time (minutes)	21.7	17.6	15.1	11.1	12.5	15.4	15.1	15.0	13.2	16.2	18.2	21.2	22.3	16.2	20.1
QL	Number of abandoned calls	310,470	11,438	23,350	7,853	9,815	20,895	18,564	19,316	16,300	22,348	22,023	23,181	25,762	220,845	243,000
QL	Average abandonment time	5.2	5.5	4.4	3.6	12.2	5.3	2.4	1.3	1.1	1.5	1.3	2.1	1.5	5.0	7
QL	Number of hours associated with DOC lockdowns	N/A	17.0	4.0	32.0	14.0	8.0	16.0	13.0	4.0	5.0	0.0	0.0	7.0	120	Baseline
QL	Number of hours associated with MVD system downtime	N/A	80.0	23.0	7.9	16.0	30.0	5.5	1.0	2.5	24.0	1.5	10.0	3.0	204	Baseline

## VARIANCE STATEMENT

**JULY:** Level II wait times decreased due to the addition of three lead phone agents.

**AUGUST:** Total number of calls in August reflects a full month of reporting; July counts only reflect two weeks worth, due to the system being inoperative. However, all three leads are now on the phones more particularly during the peak hours from 11:00-2:30. In addition, the Unit eliminated a lot of the research or correspondence work that Exam Tech IIs and leads were doing to increase phone coverage. The supervisor and manager also provide support during peak times.

**SEPTEMBER:** Supervisor, manager, and lead support continue to be provided during peak hours. In addition, MVD system downtime was significantly reduced in September. The additional support, combined with the filling of two positions at the Broadmont Level II Call Center, helped to decrease wait times by 4.0 minutes.

**OCTOBER:** Level II wait time increased 1.4 minutes due to three new trainees taking calls on their own and four more employees at the 1801 Call Center taking online Q-1 training.

**NOVEMBER:** Average wait time increased due to a number of employees out on annual and sick leave, plus four employees received Q-1 E-Learning (on-line) training for three weeks.

**DECEMBER:** Fewer calls were received this month due to the holidays, which helped to lower wait time.

**JANUARY:** Level II wait time decreased this month due to more available trained phone agents at both level II call centers, which also increased the number of calls taken.

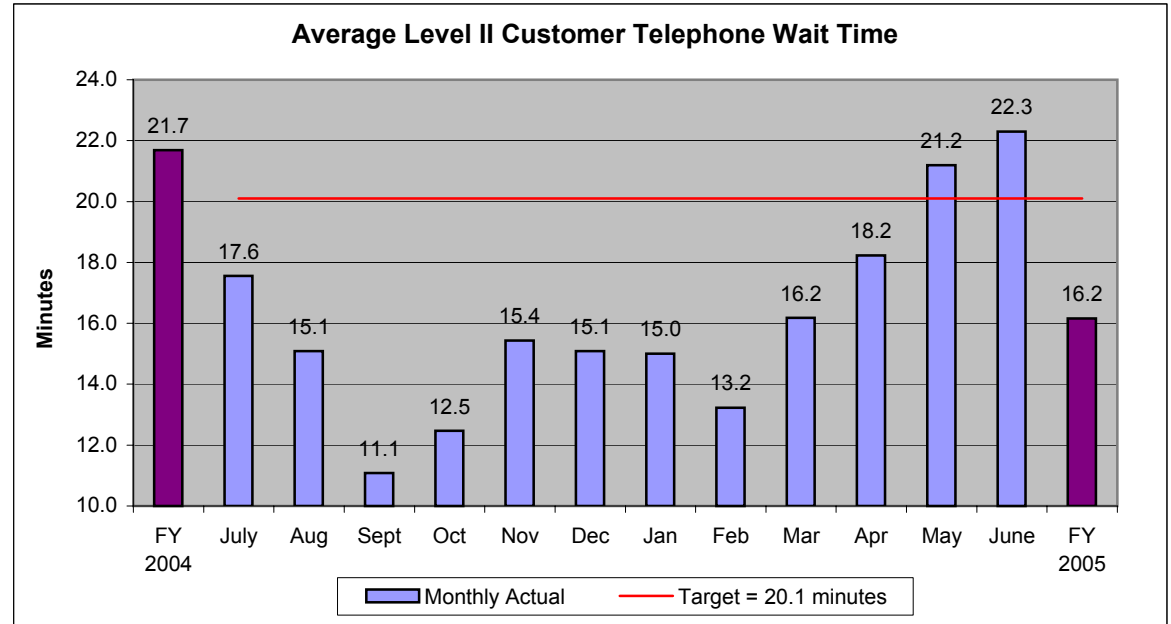
**FEBRUARY:** Level II wait times have decreased partly due to having all Level II agents and switchboard operators on board and it being a short month.

**MARCH:** Level II wait times increased due to three agents on Family Medical Leave (FMLA) status and the training of one new agent.

**APRIL:** Level II wait times continue to increase due to staffing and issues related to new processing procedures for mail-in renewal registrations implemented on April 01, which caused major delays.

**MAY:** Incoming Level I calls increased due to the delayed completion of RBM registrations backlogged from April. A slight decrease in calls taken by Level II agents were due to employees out on leave, staff training, or assisting in other units.

**JUNE:** Level II wait times increased due to employee leave time and increased call volumes. The overall annual average of 16.2 was considerably lower than the target wait time of 20.1 minutes.



<b>2005 MONTHLY REPORT</b>		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Customer Services / Motor Carrier and Tax Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	6	To promote the efficient generation, collection, and management of revenues to meet public needs.	
SUBPROGRAM OBJECTIVE	1	For FY 2005, achieve at least a 2:1 revenue return ratio as a result of fuel tax evasion enforcement efforts.	

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
OP	Number of tests completed for dyed fuel	5,210	32	1,022	522	240	809	1,193	825	1,381	1,679	895	705	969	10,272	5,500
OP	Number of dyed fuel violations identified	122	3	9	10	3	2	9	11	21	16	5	12	9	110	165
OP	Number of diesel vendor visits	229	30	14	23	19	10	9	17	0	9	7	24	8	170	230
OP	Number of surveillance details	28	13	8	22	5	3	10	8	10	15	4	5	3	106	30
OP	Number of assessments made on all compliance issues	227	7	10	12	7	7	8	13	9	9	39	18	11	150	235
OP	Total dollars assessed on all compliance issues	\$237,927	\$9,523	\$9,771	\$10,850	\$9,035	\$5,155	\$8,188	\$27,300	\$11,228	\$64,747	\$46,363	\$45,663	\$319,621	\$567,444	\$325,000
OP	Revenues collected on assessments	\$125,398	\$5,300	\$4,750	\$12,318	\$20,255	\$7,128	\$8,785	\$11,047	\$7,653	\$71,438	\$20,464	\$32,631	\$352,256	\$554,025	\$310,400
OP	Other revenue collections and impacts due to enforcement efforts	\$588,137	\$0	\$0	\$0	\$0	\$565	\$0	\$0	\$0	\$0	\$26,000	\$63,904	\$7,000	\$97,469	\$531,000
OP	Estimated assessed fines for issued citations @ \$200 each	\$12,000	\$0	\$1,200	\$3,800	\$400	\$200	\$400	\$200	\$2,800	\$400	\$200	\$400	\$200	\$10,200	\$15,000
OP	Total revenues collected due to enforcement efforts	\$725,535	\$5,300	\$5,950	\$16,118	\$20,655	\$7,893	\$9,185	\$11,247	\$10,453	\$71,438	\$46,664	\$96,935	\$359,456	\$661,694	\$856,400
IP	Operating expenditures of enforcement efforts	\$222,591	\$12,836	\$10,016	\$30,549	\$15,322	\$18,839	\$22,002	\$19,199	\$30,065	\$37,142	\$30,220	\$25,635	\$66,267	\$318,092	\$428,200
OC	Ratio of dollars collected for every dollar spent on fuel tax evasion enforcement efforts (COST= \$1.00)	\$3.26	-\$2.42	-\$1.68	-\$1.90	\$1.35	-\$2.39	-\$2.40	-\$1.71	-\$2.88	\$1.92	\$1.54	\$3.78	\$5.42	\$2.08	2 : 1
OP	Number of audits performed	33	1	2	1	1	0	1	1	3	1	2	3	2	18	35
OP	Number of felony criminal cases filed	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1
OP	Number of citations issued for dyed fuel issues	60	0	2	7	2	1	2	1	14	2	1	2	1	35	25
IP	Number of complaints received	26	3	3	2	7	4	3	1	0	3	1	2	4	33	30

## **VARIANCE STATEMENT**

**JULY:** It is difficult to meet the 2 to 1 target on a month-by-month basis. The Unit added one new officer to replace the individual who left two months ago, but expects revenues to be down slightly during the training period. In addition, two officer positions and one auditor position are in the hiring process.

**AUGUST:** Two new officers were added to the Unit mid-August. Training has been the focus for the last 2 weeks of the month. Additionally, collections are from prior period assessments, which remain low due to fewer staff during earlier months.

**SEPTEMBER:** A lack of available manpower has limited opportunities for fuel inspection details. One TEU Officer reported to the Enforcement Academy in Thatcher, AZ on September 26th and will be there until Thanksgiving; two other officers attended fuel tax training in Arkansas for one week; and one officer has been on sick leave since September 23rd and will not return until late October or early November. Several vendor violations have been identified are expected to result in substantial tax/penalty assessments within the next few months, and possibly for many months to come, which should positively impact the revenue ratio target.

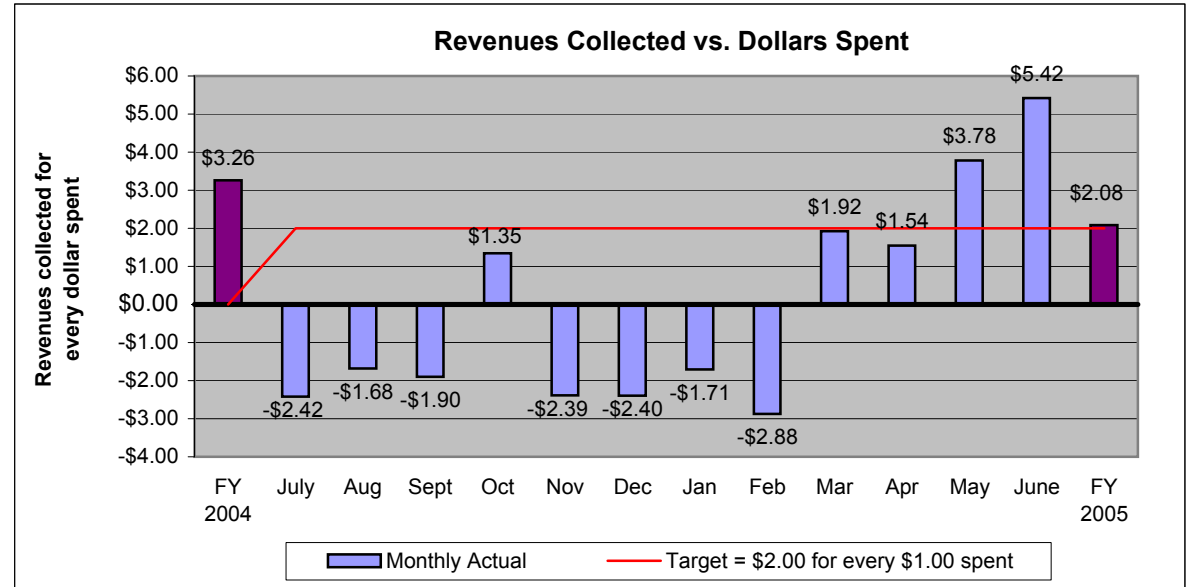
**OCTOBER:** Revenue increases were realized in October; however, as noted in September, staffing shortages continue. An officer on sick leave will not return until late November or early December; another officer will return on November 29th, following AZPOST Academy graduation and holiday leave; a third officer is devoting substantial time to a confidential non-fuel tax MVD project. It is anticipated that regular fuel inspection details will resume within the next 30 days. Vendor issues noted in September continue to progress, with favorable results anticipated.

**NOVEMBER:** Resumption of fuel inspection details and other TEU duties by all officers were delayed until late November. Substantial assessments and collections involving vendors are anticipated in December and January.

**DECEMBER:** Vendor assessments referenced in November will be made in January. The investigative auditor was on leave for more than half of December. The fuel inspection team leader was on leave for two weeks, and other assigned officers increased observation activities at fuel vending locations. Four diesel inspection details were conducted, including the first two of 12 planned details to be used in the Federal Highway research project.

**JANUARY:** One vendor assessment of \$15,142 was made in January, and an agreement was reached on a second to be finalized in February in the amount of \$57,337. A third remains under consideration in Revenue Audit. Ongoing TEU audits of three other vendors will likely result in significant assessments. The first pre-trial hearing on the felony dyed diesel case was held on 1/10/05. There is a high likelihood that the resolution of this case will include substantial tax/penalty assessments.

**FEBRUARY:** There were substantial increases in the number of dyed diesel inspections and violations identified this month. Attorneys are finalizing the closing agreement re: vendor assessment of \$57,337 noted in January. The audit of a licensed supplier by Revenue Audit is continuing, and a large diesel differential adjustment is likely. In addition, three ongoing TEU audits and a felony dyed diesel case heard on 1/10/05 should result in substantial tax/penalty assessments.



**MARCH:** A Closing Agreement was executed regarding the \$57,337 assessment referenced in Jan/Feb. Full payment was received. Other audits referenced in February are continuing.

**APRIL:** A reduced number of fuel inspections were completed due to training and focus on follow-up investigations. "Other Revenue and Collection Impacts" reflects number of dyed diesel violations referred to the IRS for federal assessment at \$1,000 per violation. Revenue Audit reports that a licensed supplier has acknowledged a diesel differential liability of a minimum of \$190,000. The final assessment should be substantially higher. Other audits referenced in February are progressing.

**MAY:** A large portion (\$43,000) of the May "Other revenue collections/impacts" is attributable to IRS's collection of fuel taxes (plus interest and penalties) based solely on the TEU's investigation/prosecution of a dyed diesel violator. Note that the completion of the supplier audit referenced in April was delayed; however, the taxpayer continues to acknowledge the diesel differential liability, and the resulting revenue will be reflected in June.

**JUNE:** June revenues/assessments include the results of the supplier audit referenced in May, though the amount continues to be an estimate provided by Revenue Audit based upon their tentative agreement with the supplier. Expenditures more than doubled in June due to the MVD Budget Unit's identification of required increased adjustments in labor charges (\$12,442) and vehicle costs (\$20,223). The adjustments resulted from some labor costs not being charged to the tax evasion project code, and from the failure to allocate monthly vehicle usage/maintenance charges to the TEU.

<b>2005 MONTHLY REPORT</b>			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Customer Services / Motor Carrier and Tax Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	6	To promote the efficient generation, collection, and management of revenues to meet public needs.		
SUBPROGRAM OBJECTIVE	2	<b>For FY 2005, establish a baseline for the percent of tax reports filed either incorrectly or late in an effort to reduce such submissions in the future.</b>		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
IP	Number of supplier tax reports filed	N/A	123	125	123	125	123	125	126	124	122	119	138	134	1,507	Baseline
IP	Number of restricted distributors tax reports filed	N/A	21	21	20	21	21	24	24	20	25	26	29	18	270	Baseline
IP	Total number of tax reports filed by suppliers and restricted distributors	N/A	144	146	143	146	144	149	150	144	147	145	167	152	1,777	Baseline
QL	Number of tax reports filed late ONLY	N/A	4	11	4	6	2	2	4	0	4	6	8	1	52	Baseline
QL	Number of tax reports filed with errors ONLY	N/A	18	21	10	17	10	13	18	18	20	22	24	32	223	Baseline
QL	Number of tax reports filed late AND with errors	N/A	0	1	0	0	0	7	0	0	0	1	1	1	11	Baseline
QL	Total number of tax reports filed late and/or with errors	N/A	22	33	14	23	12	22	22	18	24	29	33	34	286	Baseline
EF	Percent of tax reports filed late and/or with errors	N/A	15%	23%	10%	16%	8%	15%	15%	13%	16%	20%	20%	22%	16%	Baseline
QL	Number of errors discovered on Schedule 7 only	N/A	6	9	4	10	3	27	9	4	11	1	3	0	87	Baseline
QL	Number of errors discovered on all but Schedule 7s	N/A	12	17	6	7	7	16	17	17	18	23	21	18	179	Baseline
QL	Total number of errors discovered	N/A	18	26	10	17	10	43	26	21	29	24	24	18	266	Baseline
QL	Revenues associated with adjustments as a result of incorrect tax reports	N/A	\$14,345	-\$313,743	\$15,893	\$164,813	-\$450,890	-\$100,839	\$89,132	\$107,172	\$3,218	\$1,788	\$1,823	\$19,189	-\$448,098	Baseline
IP	Number of amended tax reports filed	N/A	12	16	14	1	18	7	8	3	2	6	18	14	119	Baseline
OP	Number of letters sent to taxpayers due to lack of filed report	N/A	5	6	10	6	9	2	7	5	3	3	3	8	67	Baseline
QL	Number of Taxpayer Notifications (TPNs) sent for underpayment (typically)	N/A	5	15	9	4	3	13	1	6	5	3	7	7	78	Baseline
QL	Revenues associated with Taxpayer Notifications (TPNs)	N/A	\$113,631	\$20,002	\$1,877	\$607	\$888	\$205,275	\$351	\$1,703	\$126,881	\$37,063	\$9,600	\$11,296	\$529,173	Baseline
OP	Penalties and fines assessed	N/A	N/A	\$1,313	\$1,871	\$270	\$84,511	\$1,976	\$794	\$101	\$349	\$92	\$1,560	\$2,330	\$95,168	Baseline
OP	Penalties and fines collected	N/A	\$496	\$40	\$387	\$100	\$0	\$3,444	\$2,282	\$32,435	\$0	\$0	\$15,406	\$1,346	\$55,936	Baseline
QL	Approximate staff hours spent on adjustments and associated research	N/A	15	12	40	47	27	27	15	20	15	16	24	30	288	Baseline



## **VARIANCE STATEMENT**

**JULY:** This is the first month that this objective is being reported. A variance statement will be offered next month.

**AUGUST:** Late reports increased by 7 over July, which is the main reason for this month's overall increase. Late filers usually forget that they need to file, due to zero activity or zero liability, causing the monthly statistic to go up or down unexpectedly. The real emphasis for late filing will have to be placed on the habitual offender. A procedure for analyzing habitual offenders will be established in the near future.

**SEPTEMBER:** Significantly fewer reports were filed late or with errors, but there are a few repeat offenders that need special attention.

**OCTOBER:** While late filers total 6, only 3 are unexplained; the other 3 are licensing issues. The 17 errors are higher due to Schedule 7 errors, which are harder to accurately detail and slot into the appropriate county lines.

**NOVEMBER:** Late filing was limited to 2 reports; however, another 9 are expected but have not been filed yet. The only deterrent is a \$25 late fee and threat of license cancellation. Overall errors improved to 10.

**DECEMBER:** Late filers totaled 2 again. Companies with continuing issues have been contacted and the program anticipates that the issues will be resolved. Overall errors increased to 43 this month. The Unit is preparing a checklist to again remind suppliers of common errors.

**JANUARY:** Four months of returns from one company were filed after a problem with licensing was resolved. While errors have improved a little, many are repeated by the same suppliers each month.

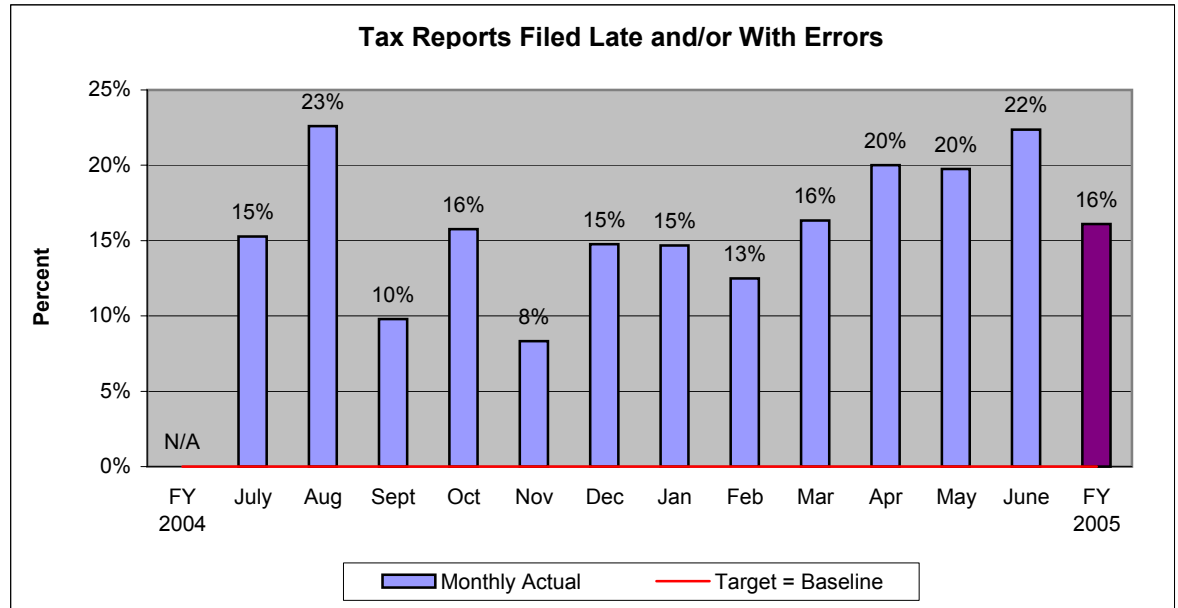
**FEBRUARY:** Eighteen suppliers had errors, six with multiple errors. While it seems to be an improvement, five reports are missing; when received, they will be classified as late, which will affect the percentage in the future.

**MARCH:** Eighteen suppliers again had errors, but only two with multiple errors. There were 13 apparent errors on Schedule 7; however, 10 were merely minor errors that should be eliminated in future reports. Apparently, 7 suppliers did not file in March; their reports will be considered late once received.

**APRIL:** Overall errors have increased, but most are relatively minor in comparison with previous months. Errors on the Schedule 7, which contains county gallon distributions, have decreased significantly due to a concentration on habitual offenders.

**MAY:** The number of errors has increased from earlier months, though they remained relatively minor. As a result, amended returns have increased. The Unit is concentrating on the more serious errors consistently committed by a few companies.

**JUNE:** Due to a more stringent evaluation of returns, the Unit uncovered a higher number of overall and multiple errors on many returns. Continuing improvements in the next year should be realized as communication with suppliers increases.



2005 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.	
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For FY 2005, increase the number of commercial vehicles weighed by mobile enforcement to 8,800.</b>	

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
IP	Total commercial vehicle traffic (includes credential checked, pre-cleared and waved-thru traffic)	10,434	0	908	946	678	578	738	2,452	1,892	842	162	1,464	406	11,066	13,900
OP	Number of credential-checked vehicles	6,041	0	466	281	210	161	621	1,478	1,346	595	124	803	406	6,491	8,000
OP	Number of vehicles weighed by mobile units (1 vehicle = 1 weigh only)	6,652	0	893	568	642	310	550	1,768	1,299	637	143	1,424	0	8,234	8,800
OC	Number of weighed vehicles detected by mobile enforcement as violating size/weight requirements	334	0	43	35	65	12	17	15	50	36	4	124	0	401	630
OC	Percent of weighed vehicles detected by mobile enforcement as violating size/weight requirements	5.0%	0.0%	4.8%	6.2%	10.1%	3.9%	3.1%	0.8%	3.8%	5.7%	2.8%	8.7%	0.0%	4.9%	7.2%
OP	Number of vehicle weight/size violations for which citations were issued	80	0	14	1	20	1	9	5	20	13	4	43	0	130	100
OP	Total safety inspections at details	570	0	144	29	25	77	192	63	50	34	21	39	241	915	750
OP	Number of drivers cited for vehicle safety violations	68	0	29	10	4	6	6	20	11	4	2	11	7	110	90
OP	Number of violations (excluding size/weight) for which citations were issued	174	0	638	19	25	4	17	20	62	53	2	103	9	952	230
OP	Operating budget expenditures for mobile enforcement (direct costs)	\$103,197	\$7,234	\$9,111	\$4,741	\$8,962	\$1,755	\$4,641	\$8,387	\$4,899	\$9,300	\$18,836	\$11,269	\$13,905	\$103,040	\$140,000
OP	Revenues collected from permit sales	\$1,818	\$0	\$94	\$0	\$0	\$0	\$56	\$329	\$0	\$0	\$83	\$0	\$663	\$1,225	\$2,500
OP	Approximate revenues generated from civil penalties based on assessed fines	\$57,560	\$0	\$14,540	\$980	\$15,280	\$1,600	\$9,760	\$1,440	\$13,740	\$11,680	\$40,500	\$31,320	\$0	\$140,840	\$76,500
OP	Total approximate revenues collected due to enforcement activities	\$59,378	\$0	\$14,634	\$980	\$15,280	\$1,600	\$9,816	\$1,769	\$13,740	\$11,680	\$40,583	\$31,320	\$663	\$142,065	\$79,000
EF	Approximate revenues collected for every dollar spent on mobile enforcement	\$0.58	\$0.00	\$1.61	-\$0.21	\$1.70	-\$0.91	\$2.12	-\$0.21	\$2.80	\$1.26	\$2.15	\$2.78	-\$0.05	\$1.38	\$0.6
OP	Total mobile details	62	0	11	10	9	11	10	4	20	9	4	9	3	100	80
OP	Total staff hours for all mobile details	1,668	0	373	61	64	67	373	170	601	164	63	271	321	2,528	2,200

## VARIANCE STATEMENT

**JULY:** There were no details scheduled for July for a number of reasons: scheduled leave time, training, officers being assigned to reduce backlogs in field enforcement, and to assist at fixed ports. Additionally, vacant positions are still in the process of being filled.

**AUGUST:** Central and Southern scale teams participated in mobile details during August, along with a team from Sanders in the Northern Region.

**SEPTEMBER:** Southern and Northern teams were unable to participate in mobile details due to staffing situations. The filling of a number of vacant positions in both regions is still in process.

**OCTOBER:** The Central Region Scale Team was the only one participating in mobile details during the month. No activity in the Southern and Northern regions due to staffing issues created by vacancies and new hires who are currently attending the Academy.

**NOVEMBER:** As in October, the Central Region Scale Team was the only one participating in mobile details during November. No activity occurred in the Southern and Northern regions due to staffing issues created by vacancies and new hires attending the Academy, as well as scale downtime in the Southern Region. Now that cadets have graduated from the Academy, more mobile activity should occur.

**DECEMBER:** All 3 regional teams were able to participate in details during December. Although some weight enforcement activity was performed, the motivation for most of the details was safety inspections. CVSA-certified inspectors are required to perform a minimum of 32 inspections annually. Of 59 inspectors certified in CY 2004, 27 fell short of the mark as of the end of November. By the end of December, however, 57 were in compliance. The two employees who did not complete the 32 inspections by the end of December failed to do so for medical reasons. This certification activity accounted for all 192 safety inspections performed during December.

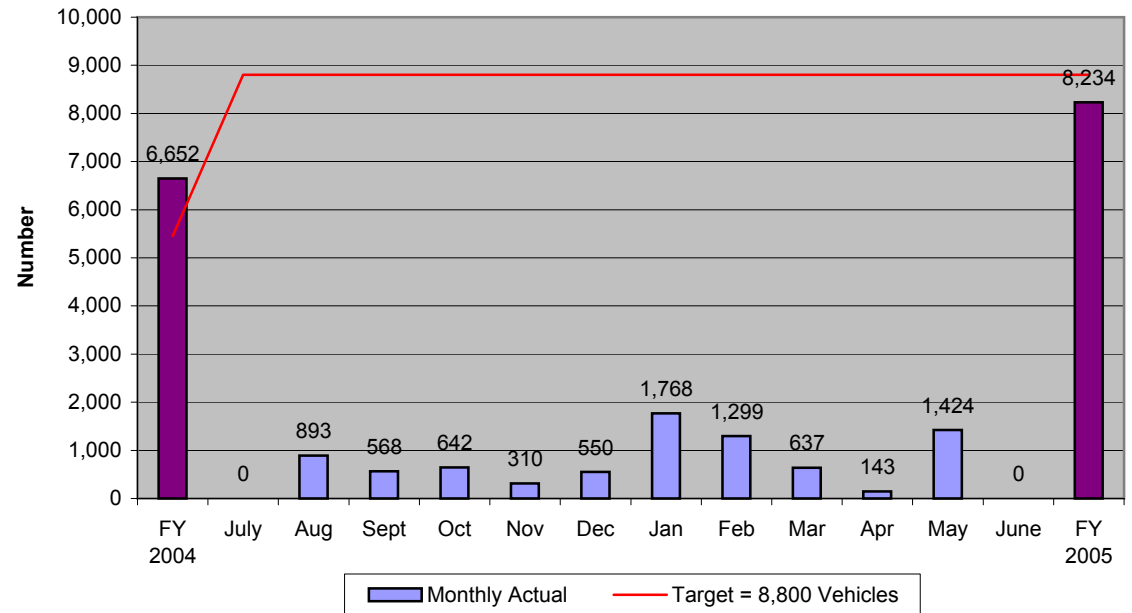
**JANUARY:** The Central Scale Team performed 2 details during January, as did officers in the Northern Region. The Southern Region Scale Team was unable to participate due to extensive sick leave and prohibitive weather conditions.

**FEBRUARY:** All teams participated in mobile details this month, working with local law enforcement as well as the Fuel Tax Evasion Unit. With four months remaining in the fiscal year, it seems likely the target of weighing 8,800 vehicles will be met.

**MARCH:** Central Region team worked a number of weight enforcement and commercial vehicle safety details in the Coolidge, Chandler, and Gila Bend areas, accompanied by the Scottsdale and Mesa police departments and the Maricopa County Sheriff's Office. No Northern Region teams participated in mobile enforcement activity primarily due to staffing shortages resulting from the assignment of cadets to the Academy. It is still expected that the FY target will be met.

**APRIL:** Central Region worked mobile details in conjunction with other local law enforcement agencies during the month. Northern Region began a detail near St. George, but was forced to curtail activities as the scales were not functioning properly. Southern Region supplemented ports due to Academy attendance and other training activities.

**Commercial Vehicles Weighed by Mobile Enforcement**



**MAY:** Central and Northern regions worked mobile details with a number of other law enforcement agencies. Southern Region was still unable to conduct details as they continue to augment staffing shortages at the Southern ports.

**JUNE:** Northern Region worked three details during the month of June--all for Road Check 2005, a nationwide program held annually to conduct Commercial Vehicle Safety Inspections. At the conclusion of the 3-day program, a total of 241 inspections were completed, with 782 vehicle/driver violations.

2005 MONTHLY REPORT			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.		
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.		
AGENCY and MVD/PROGRAM OBJECTIVE	2	<b>For FY 2005, maintain waved-thru traffic at 1.0% of all commercial vehicle traffic identified at the fixed ports (POEs) during hours of operation.</b>		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
IP	Total commercial vehicle traffic at POEs during hours of operation (includes credential checked, pre-cleared, and waved-thru traffic)	7,197,592	659,593	652,364	590,100	559,168	614,304	559,258	658,791	611,000	687,900	635,021	573,322	654,140	7,454,961	7,900,000
IP	Number of credential-checked vehicles	3,655,200	317,323	324,470	288,268	208,436	275,066	243,658	317,513	296,031	321,922	280,892	226,267	308,262	3,408,108	4,020,000
IP	Number of pre-cleared vehicles	3,469,496	334,937	322,796	294,320	344,766	332,814	307,062	330,753	306,867	353,158	347,711	342,430	342,028	3,959,642	3,800,000
QL	Number of vehicles waved-thru at POEs during hours of operation	72,896	7,333	5,098	7,512	5,966	6,424	8,538	10,525	8,102	12,820	6,418	4,625	3,850	87,211	80,000
OC	Percent of vehicles waved-thru at POEs during hours of operation	1.01%	1.11%	0.78%	1.27%	1.07%	1.05%	1.53%	1.60%	1.33%	1.86%	1.01%	0.81%	0.59%	1.17%	1.0%
OP	Total weighings of vehicles at fixed POEs (includes repeats of same vehicle)	4,579,851	389,346	410,855	339,689	361,121	401,192	428,588	449,566	420,037	456,255	429,802	436,410	464,452	4,987,313	5,100,000
OP	Number of vehicles weighed at POEs (1 vehicle = 1 weigh)	4,463,238	360,787	377,076	309,478	331,342	367,867	372,640	395,172	378,089	372,153	390,860	394,889	418,448	4,468,801	4,900,000
QL	Number of weighed vehicles detected at POEs as violating size/weight requirements	27,526	1,779	1,828	1,523	1,632	1,372	1,662	2,569	2,332	2,434	2,251	2,549	2,817	24,748	30,300
QL	Percent of weighed vehicles detected at POEs as violating size/weight requirements	0.62%	0.49%	0.48%	0.49%	0.49%	0.37%	0.45%	0.65%	0.62%	0.65%	0.58%	0.65%	0.67%	0.55%	0.62%
OP	Number of drivers cited for vehicle weight/size violations	2,936	217	236	203	228	248	324	457	349	340	265	333	322	3,522	3,200
OP	Total safety inspections at POEs	3,168	204	299	276	226	355	416	250	250	234	198	238	557	3,503	3,500
OP	Number of drivers cited for vehicle safety violations	727	45	64	92	84	90	109	81	73	69	98	92	118	1,015	1,117
OP	Number of drivers cited for other vehicle violations (excluding size/weight)	4,560	483	559	470	395	533	605	595	455	817	343	358	429	6,042	5,000
IP	Operating expenditures for POEs (direct costs)	\$8,181,973	\$429,091	\$492,148	\$725,485	\$528,014	\$521,800	\$582,694	\$520,607	\$572,238	\$770,108	\$572,839	\$610,346	\$652,153	\$6,977,523	\$7,900,000
OP	Revenues collected due to port permit sales	\$12,258,894	\$859,672	\$816,564	\$801,387	\$960,838	\$1,168,212	\$1,173,451	\$1,373,635	\$938,264	\$1,542,777	\$1,253,243	\$1,223,503	\$1,209,943	\$13,321,489	\$13,500,000
OP	Approximate revenues generated from civil penalties based on assessed fines	\$1,914,849	\$102,201	\$152,501	\$84,920	\$118,516	\$108,020	\$212,760	\$324,362	\$256,141	\$240,804	\$170,500	\$225,524	\$205,190	\$2,201,439	\$2,100,000
OP	Total approximate revenues collected due to enforcement activities	\$14,173,743	\$961,873	\$969,065	\$886,307	\$1,079,354	\$1,276,232	\$1,386,211	\$1,697,997	\$1,194,405	\$1,783,581	\$1,423,743	\$1,449,027	\$1,415,133	\$15,522,928	\$15,600,000
EF	Approximate revenues collected for every dollar spent on fixed ports enforcement	\$1.73	\$2.24	\$1.97	\$1.22	\$2.04	\$2.45	\$2.38	\$3.26	\$2.09	\$2.32	\$2.49	\$2.37	\$2.17	\$2.22	\$1.97

## **VARIANCE STATEMENT**

**JULY:** WIM Sorter Systems were down at Topock and Ehrenberg ports for a portion of the month, accounting for the increase percentage of vehicles waved-thru the ports in June (0.51%).

**AUGUST:** Sorter Systems at Ehrenberg and Topock are back up and running, which accounts for the decrease in the percentage of vehicles waved thru for August.

**SEPTEMBER:** The Topock Port suffered a power outage due to lightning striking a transformer near the port. This resulted in the WIM Sorter System being down for most of the month.

**OCTOBER:** Power systems were restored and are back in operation at the Topock Port.

**NOVEMBER:** No appreciable variance from previous month.

**DECEMBER:** Traffic increased in San Simon and Ehrenberg, with Ehrenberg accounting for nearly half of the total wave-thrus statewide. The Ehrenberg Port was working their outbound facility, which has no WIM scales, sorter systems, or PrePass capabilities; thus, the increase in wave-thrus. At San Simon, increased traffic was due to inclement weather on I-40, which, together with numerous PrePass system problems, increased wave-thrus.

**JANUARY:** As in December, traffic increased at San Simon and Ehrenberg, but this month, San Simon accounted for more than half of the total wave-thru traffic statewide. PrePass was inoperative for a portion of the month at San Simon. This, coupled with inclement weather, heavy traffic, and road closures in New Mexico, caused most of the increases in wave-thru traffic. In addition, the Ehrenberg Port worked their outbound facility, which has no WIM scales, sorter systems, or PrePass capabilities, creating higher wave-thru traffic.

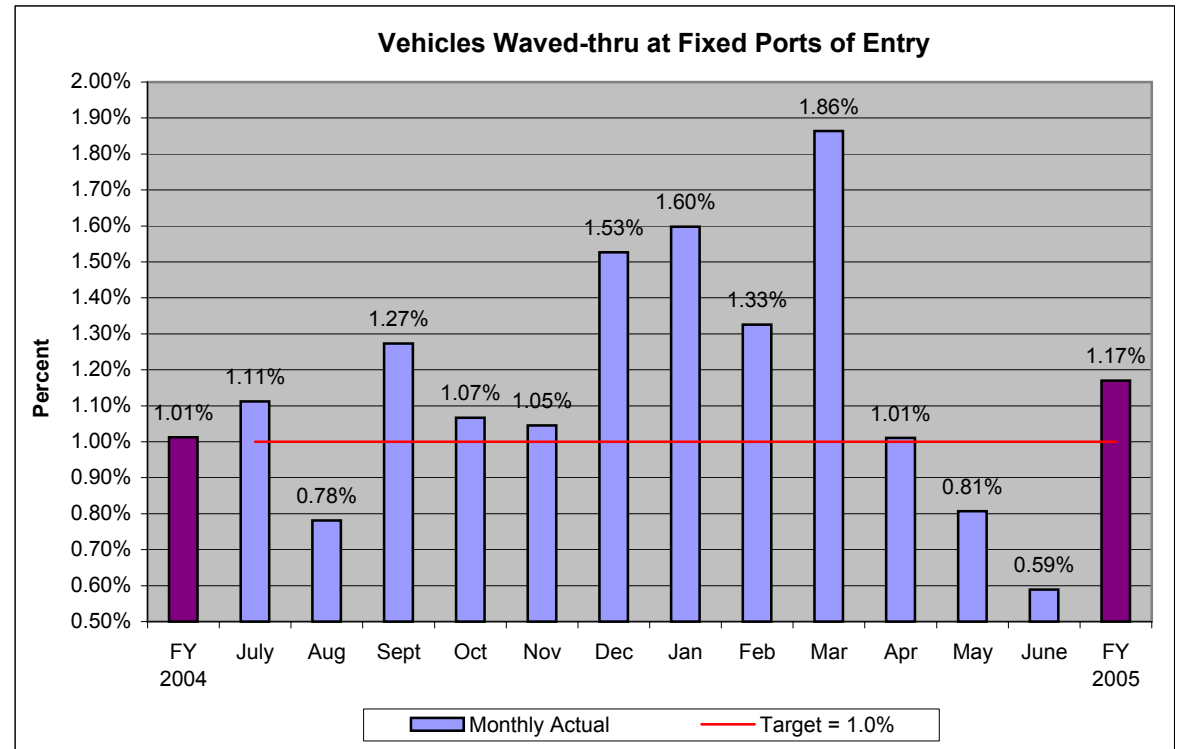
**FEBRUARY:** Continuing the trend of the last few months, higher counts of wave-thru traffic is the result of the open Ehrenberg outbound facility, as well as extremely heavy traffic at San Simon on the weekends and the inability to deal with increased traffic volumes at that port. Sorter systems are still working quite well at the Sanders and Topock ports, and wave-thru traffic at those facilities remains low.

**MARCH:** Higher wave-thru counts continue with the Ehrenberg outbound facility accounting for 41% of all wave-thru traffic for the month. This trend has contributed to the highest percentage of wave-thru traffic this fiscal year. As reported last month, the sorter systems at the other ports are working well in handling traffic flow at those facilities.

**APRIL:** Wave-thru traffic decreased during April, with the lowest counts since August 2004. The majority of the wave-thru traffic occurred at the San Simon Port, but is still within normal range for this facility. Decrease in activity at Ehrenberg outbound accounts for the drop in wave-thrus statewide.

**MAY:** Wave-thru traffic continues to decrease, with an all new low since August 2004. The majority of wave-thru traffic occurred at Topock, primarily due to equipment downtime.

**JUNE:** MVES achieved an all-time low percentage of wave-thrus for the year during June, with 0.59%! This was achieved primarily because all sorter systems were up and running; however, WIM scales were also working, including those at Sanders which have been inoperative for some time. In addition, the ports have experienced good weather conditions and no power outages. The majority of wave-thrus occurred at Sanders and San Simon, but were within normal ranges for these facilities.



2005 MONTHLY REPORT		PROGRAM	Motor Vehicle Division
		SUBPROGRAM/AREA	Motor Vehicle Enforcement Services
AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.	
MVD/PROGRAM GOAL	6	To promote the efficient generation, collection, and management of revenues to meet public needs.	
SUBPROGRAM OBJECTIVE	3	For FY 2005, increase the collection of direct revenues to \$2,826,000 as a result of registration compliance enforcement efforts.	

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimated
IP	Number of cases opened by active enforcement	12,273	587	1,024	1,301	1,104	1,015	889	820	946	1,308	852	827	933	11,606	15,650
IP	Opened cases carried over from previous period	3,799	2,005	1,794	1,512	1,876	1,704	1,949	1,657	1,594	1,493	1,896	1,876	1,852	2,005	2,005
IP	Total cases opened by active enforcement	16,072	2,592	2,818	2,813	2,980	2,719	2,838	2,477	2,540	2,801	2,748	2,703	2,785	13,611	17,655
OP	Number of cases closed by active enforcement	14,067	798	1,306	937	1,276	770	1,181	883	1,047	905	872	851	1,281	12,107	14,425
OP	Percent of active enforcement cases closed	87.5%	30.8%	46.3%	33.3%	42.8%	28.3%	41.6%	35.6%	41.2%	32.3%	31.7%	31.5%	46.0%	89.0%	81.7%
OP	Percent of active enforcement closed cases designated as "Complied" (regardless of total days to compliance)	60.3%	45.0%	41.5%	59.4%	58.5%	77.8%	41.9%	77.7%	59.4%	62.9%	61.8%	63.0%	32.8%	55%	75%
OP	Percent of active enforcement closed cases designated as "Exempt"	1.0%	0.8%	1.5%	1.4%	1.1%	2.2%	0.3%	0.1%	0.3%	1.3%	1.6%	2.2%	0.7%	1%	1%
OP	Percent of active enforcement closed cases designated as "Exhausted"	12.4%	46.4%	47.4%	29.2%	38.5%	17.3%	51.2%	18.8%	39.8%	33.1%	35.2%	34.0%	59.3%	39%	5%
OP	Percent of active enforcement closed cases designated as "Unfounded"	26.3%	7.9%	9.6%	9.9%	1.9%	2.7%	6.5%	3.4%	0.5%	2.5%	1.4%	0.8%	7.3%	5%	19%
OP	Number of warnings given	12,240	310	1,234	281	709	525	477	517	978	1,198	557	648	688	8,122	14,200
OP	Number of citations given	179	17	3	65	185	21	3	40	8	7	11	72	57	489	1,600
OC	Number of vehicles registered within 90 days of closed cases due to active enforcement efforts	10,723	475	665	632	854	695	540	762	659	622	611	582	552	7,649	13,500
OC	Direct revenues* generated from active enforcement efforts	\$1,344,122	\$56,346	\$82,001	\$97,550	\$129,790	\$113,784	\$87,313	\$117,971	\$111,309	\$91,111	\$93,404	\$90,947	\$64,252	\$1,135,779	\$1,687,500
OP	Average Direct Revenues per vehicle through active enforcement	\$125	\$119	\$123	\$154	\$152	\$164	\$162	\$155	\$169	\$146	\$153	\$156	\$116	\$148	\$125
OP	Number of automatically-generated database letters sent to AZ Residents (Lapsed Registrations)	0	0	0	0	0	0	0	0	0	0	47,536	51,900	50,411	149,847	0
OC	Number of vehicles registered within 60 days due to automatically-generated database letters (Lapsed Registrations)	0	0	0	0	0	0	0	0	0	0	9,620	14,048	16,110	39,778	0
OC	Percent of Lapsed Registration letters resulting in compliance	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	27%	32%	27%	0%
OC	Direct revenues* generated as a result of database letters (Lapsed Registrations)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,606,209	\$1,999,382	\$2,281,660	\$5,887,251	\$0
OP	Average Direct Revenues per vehicle through Lapsed Registration letters	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$167	\$142	\$142	\$148	\$0



Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2006 Estimated
OP	Number of automatically-generated database letters (New Resident) identifying additional potential violators of registration compliance laws	48,396	3,826	4,538	4,884	5,330	4,801	4,323	3,921	3,743	4,192	3,535	4,440	3,948	51,481	49,000
OC	Number of vehicles registered within 60 days due to automatically-generated database letters (New Resident)	6,556	519	496	507	664	617	658	634	534	564	602	610	513	6,918	6,900
OC	Percent of New Resident letters resulting in compliance	14%	14%	11%	10%	12%	13%	15%	16%	14%	13%	17%	14%	13%	13%	14%
OC	Direct revenues* generated as a result of database letters (New Resident)	\$1,118,637	\$93,290	\$82,349	\$92,180	\$132,190	\$112,805	\$119,624	\$110,152	\$93,741	\$103,854	\$110,498	\$101,320	\$97,631	\$1,249,634	\$1,138,500
OP	Average Direct Revenues per vehicle through New Resident letters	\$171	\$180	\$166	\$182	\$199	\$183	\$182	\$174	\$176	\$184	\$184	\$166	\$190	\$181	\$165
OC	Total direct revenues generated as a result of active enforcement efforts and database letters	\$2,462,759	\$149,636	\$164,350	\$189,729	\$261,980	\$226,589	\$206,937	\$228,123	\$205,049	\$194,966	\$203,902	\$192,267	\$161,884	\$8,272,664	\$2,826,000
OP	Actual expenditures - Org 2640 and 2650 (appropriation to supplement)	\$595,640	\$32,847	\$40,596	\$64,831	\$50,363	\$42,757	\$58,070	\$39,152	\$37,967	\$56,264	\$36,673	\$85,583	\$112,243	\$657,346	\$758,000
OP	Actual expenditures - Org 2390 (base)	\$125,343	\$7,230	\$8,831	\$12,156	\$7,993	\$7,815	\$7,133	\$6,375	\$7,986	\$11,680	\$8,518	\$8,591	\$7,465	\$101,773	\$160,000
OP	Total actual expenditures	\$720,982	\$40,077	\$49,427	\$76,987	\$58,356	\$50,572	\$65,203	\$45,527	\$45,953	\$67,944	\$45,191	\$94,174	\$119,708	\$759,119	\$918,000
OC	Approximate revenues collected for every dollar spent on registration compliance enforcement (based on direct revenues)	\$3.42	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10.90	\$0.00
OP	Average revenues collected per vehicle registered (based on direct revenues)	\$143	\$0.35	\$0.33	\$0.36	\$0.30	\$0.30	\$0.28	\$0.27	\$0.33	\$0.33	\$0.00	\$0.00	\$0.00	\$567.90	\$0
OP	Number of officer hours spent on registration compliance field activities	20,945	1,060	1,639	1,009	1,233	995	1,746	1,495	1,401	1,448	1,459	1,402	1,582	16,469	25,200
OP	Number of officer hours spent in court	42	2	3	13	25	21	6	0	1	3	1	9	2	84	480
OP	Number of officer hours spent in training	2,827	9	19	687	700	707	0	0	0	240	240	280	30	2,911	2,360
OP	Number of officer hours spent on registration compliance administrative duties	461	17	33	28	5	13	24	18	20	18	22	89	88	373	625
OP	Total number of officer hours	24,275	1,087	1,693	1,737	1,962	1,736	1,775	1,513	1,422	1,709	1,722	1,780	1,702	19,838	28,665

## VARIANCE STATEMENT

**JULY:** Direct revenues in June totaled \$202,755. July's results are \$53,000 lower, which is attributed mostly to differences in database letter results. June was an unusually high month for database letter success. Active enforcement efforts also yielded approximately \$12,000 fewer revenues as compared with June, which is due to decreases in available staff time--454 fewer hours in comparison with June's levels. Staff availability was impacted by one officer promoting to sergeant, one transferring to the Vehicle Inspection program, and two remaining on light duty for the entire month. Four new officers were hired into the program and will be in place by August 2, 2004 to help remedy this staffing issue.

**AUGUST:** Warnings issued increased significantly, likely due to new staff working in field with experienced staff. Direct enforcement revenue increased slightly from July but remained below average revenue collected last fiscal year. One new officer resigned three days after appointment.

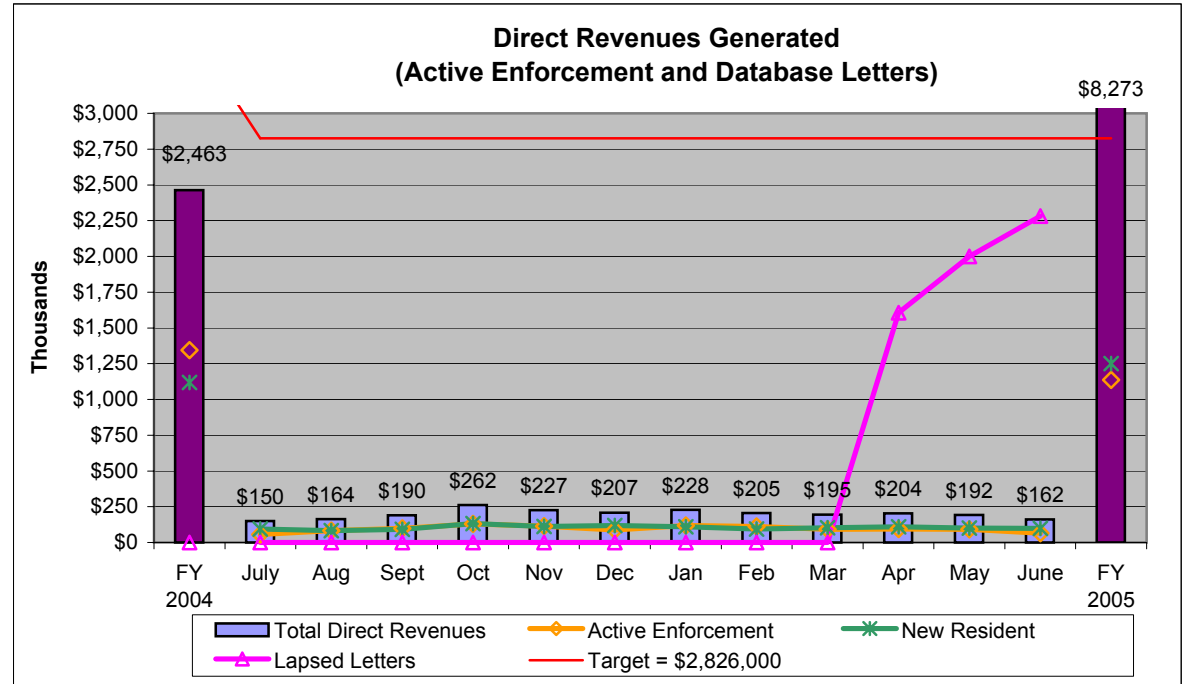
**SEPTEMBER:** The program hired four new officers and initiated training; however, two officers resigned.

**OCTOBER:** Revenue increased in both active enforcement and database letters. Citations issued rose significantly due to active follow up measures by staff; warnings were also high. Authorization was obtained to use non-Registration Compliance officers to assist with enforcement efforts; assignments will be issued for November, which should increase results.

**NOVEMBER:** The AZPOST Academy was completed on November 20th. Officers assigned at the Academy began OJT for Registration Compliance on November 26th. Hiring offers have been made to three cadets pending completion of background investigations.

**DECEMBER:** Staffing increased while warnings and revenue decreased. Over 400 staff hours were spent in OTJ training, following the recent completion of Academy training. During December, staff concentrated their efforts in shopping mall parking lots where success levels for warnings were lower than anticipated. Extra efforts were also extended to identify vehicles with Mexican license plates, which might be used to circumvent AZ registrations; results have yet to be determined.

**JANUARY:** Increased citations for improper registration and mandatory insurance violations were a result of weekly taxicab details. Research efforts continue regarding vehicles with Mexican license plates. Located contact with OCRA (Mexican National version of National Insurance Crime Bureau). Now able to check for Mexican vehicle registrations. Of the 12 vehicles identified with Mexican registrations, nine had suspended Arizona registrations. However, vehicle owners could not be contacted since vehicles were located in parking lots, and follow-up is difficult since address information is not valid. Future enforcement efforts will be impacted due to the resignation of two officers and the special assignment of another for three months.



**FEBRUARY:** Research in previous months related to Mexican registrations did not result in any noticeable increases. However, increased issuance of warnings in February should result in higher compliance in future months. Reduced staffing levels (one officer assigned to Special Detail and six vacancies) limited program effectiveness. Also began partnering with Arizona Weights and Measures in early February on weekly details to identify registration and insurance violations with taxi cabs. Results of these efforts will probably not greatly impact future months.

**MARCH:** Enforcement focus continues on issuance of warnings. Nearly 1,200 warnings were issued in March. Compliance results were good for 978 warnings issued in February. Partnering with Arizona Weights and Measures continues, though noticeable registration issues are minimal. Automatically-generated new resident letters continue to obtain consistent results.

**APRIL:** On April 4, "lapsed registration letters" were sent out for the first time to residents whose registrations had expired either mid-February or at the end of February. (The pattern for sending letters will continue to be based on registrations that have lapsed at least 30-45 days.) Results are astounding, showing a collection of \$1.6 million in April from lapsed letters alone, and look highly promising for future months as well. Staff shortages continue to hamper active enforcement efforts. Approval was received to fill six vacant positions. Submitted requests to HR for certification lists and mailed interview invitations to 64 applicants. Planned and received approval for three out-of-town details to take place in May.

**MAY:** Lapsed letters continue to show tremendous results. Higher revenues this month as compared with April are due to continuing responses to the April mailing of lapsed letters. To clarify, in response to April letters, 9,600 registrations occurred during the first 30 days. An additional 3,700 registrations in May are also attributed to April letters. (Results are only tabulated for 60 days from the mailing of letters in any given month.) MVES administrative hours increased to assist with answering telephone calls relating to these letters. Interviews for vacant positions are being arranged for June 2005. Two out-of-town details performed. A combined 72 drivers were cited for 98 violations.

**JUNE:** Continued to use enforcement staff to assist with lapsed letters. Revenues associated with new resident registrations, the previous focus of this objective, decreased as a result of efforts expended on lapsed registrations. Submitted seven candidates to the Office of Inspector General for background investigation. Staffing shortages continue to worsen. Three out-of-town details helped account for 57 citations issued.

2005 MONTHLY REPORT			PROGRAM	Motor Vehicle Division
			SUBPROGRAM/AREA	Motor Vehicle Support Services / Executive Services Group
AGENCY GOAL	4	To optimize the use of all resources.		
MVD/PROGRAM GOAL	2	To improve customer service.		
SUBPROGRAM OBJECTIVE	4	For FY 2005, eliminate the printing of 900,000 pages associated with 296 MVD mainframe-generated reports identified for page reduction, cancellation/elimination, or consolidation.		

Type	PERFORMANCE MEASURES	FY 2004	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2005	FY 2005 Estimate
OP	Estimated number of mainframe-generated reports (point-in-time)	786	790	772	586	580	578	584	567	565	585	582	548	447	582	332
OP	Number of reports pending completion of requested programming changes (point-in-time)	30	29	24	12	12	11	4	4	4	2	3	3	0	0	30
OP	Number of report reviews finished	852	12	3	55	15	5	41	4	0	28	1	37	415	616	250
OC	Number of cancelled/eliminated reports	334	1	18	231	10	5	8	20	3	2	3	50	124	475	250
OC	Number of finished report reviews identified for page reduction	39	0	2	0	1	0	8	0	0	11	1	1	14	38	45
OC	Number of finished report reviews identified for consolidation with another report	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
OC	Total reports identified for page reduction, cancellation/elimination, or consolidation	373	1	20	231	11	5	16	20	3	13	4	51	138	513	296
OC	Pages eliminated following finished report reviews (total yearly pages)	3,048,948	0	134,046	191	18,937	156	166,474	366	332	58,416	400	19,542	369,932	768,792	900,000
OC	Estimated cost savings due to reduced/eliminated pages (\$2.70 estimate per 100 pages printed)	\$82,322	\$0	\$3,619	\$5	\$511	\$4	\$4,495	\$10	\$9	\$1,577	\$11	\$528	\$9,988	\$20,757	\$24,300
OP	Number of reports added	84	5	0	45	4	3	14	3	1	22	0	16	23	136	25
OP	Number of finished report reviews identified for page additions	55	5	0	0	0	0	14	1	0	0	0	21	19	60	16
OP	Pages added following finished report review (total yearly pages)	57,084	1,260	0	0	7,344	7,020	32,109	80	0	6,532	0	5,972	15,899	76,216	16,500
OP	Number of reports eliminated from total report count because report is JCL only	200	0	0	0	0	0	0	0	0	0	0	0	0	0	25

**NOTES:**

The "estimated number of mainframe-generated reports" is calculated by starting with the previous period's count of mainframe reports and then subtracting and adding counts from the current period, including: "cancelled/eliminated" reports (-), "added" reports (+), and eliminated reports that are "JCL only" (-).

## VARIANCE STATEMENT

**JULY:** Little time was spent on report tracking this month due to competing priorities and personnel leave.

**AUGUST:** Focus this month was on verifying reports for conversion to Control D and deleting obsolete or unneeded reports from the active report list.

**SEPTEMBER:** Mainframe reports noted as obsolete by ITG Control D staff, Duane Canonic, were deleted this month from the total count of reports. Zero pages were eliminated, however, because these reports had not been printing. Also, a few existing reports were restructured into several report sections to better organize the presentation of the data (each section equals one report). However, additional pages were not added since the total page volume did not change.

**OCTOBER:** Activity was higher than usual due to follow-up provided by users and Data Center personnel to complete the conversion of CGP-ServiceArizona reports and to begin the conversion of DOSS-Electronic Data Service reports.

**NOVEMBER:** Little time was spent on report tracking this month due to annual leave and SPSR's efforts to coordinate with the Data Center to update mainframe procedural documentation.

**DECEMBER:** The printing of one report listing state government-owned vehicles was changed from monthly printing to on-demand, resulting in a savings of 162,000 pages annually. Additional research completed in December should show measurable results in the near future.

**JANUARY:** Legislative requests decreased time spent on report tracking this month. However, reasearch of reports for one locker was completed; reports were sent to the Control D Project Manager for conversion.

**FEBRUARY:** Although eight final review packets were prepared this month, only the four smallest packets were finalized by their owners, resulting in little change in the measurement.

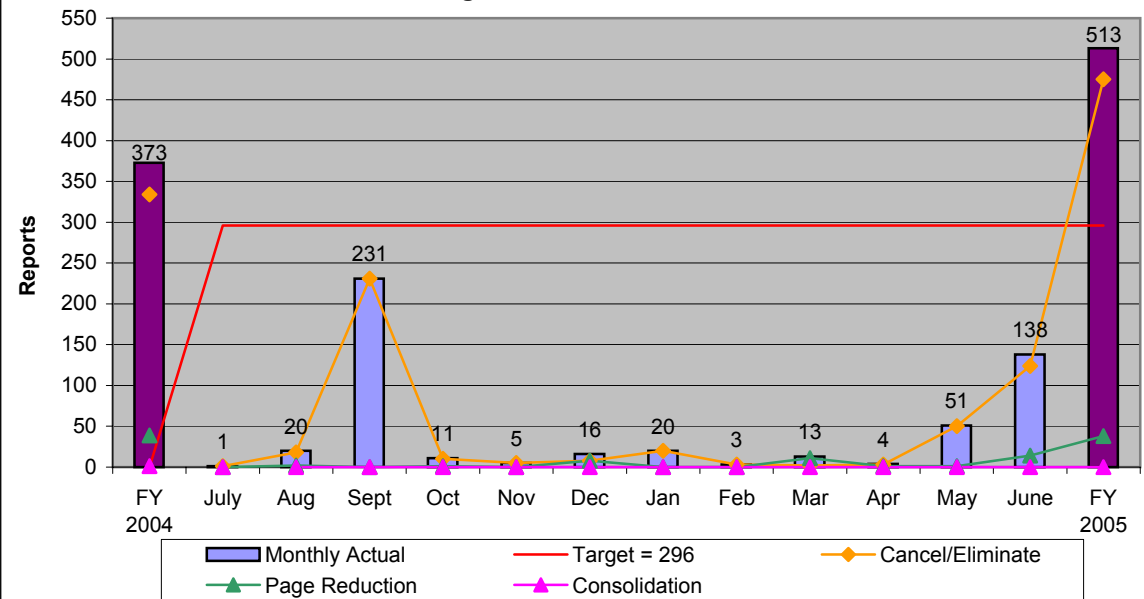
**MARCH:** The MVD Budget Unit cancelled a greenbar Advantage report series, resulting in eliminating over 58,000 pages annually.

**APRIL:** Little time was spent on report tracking due to employee leave.

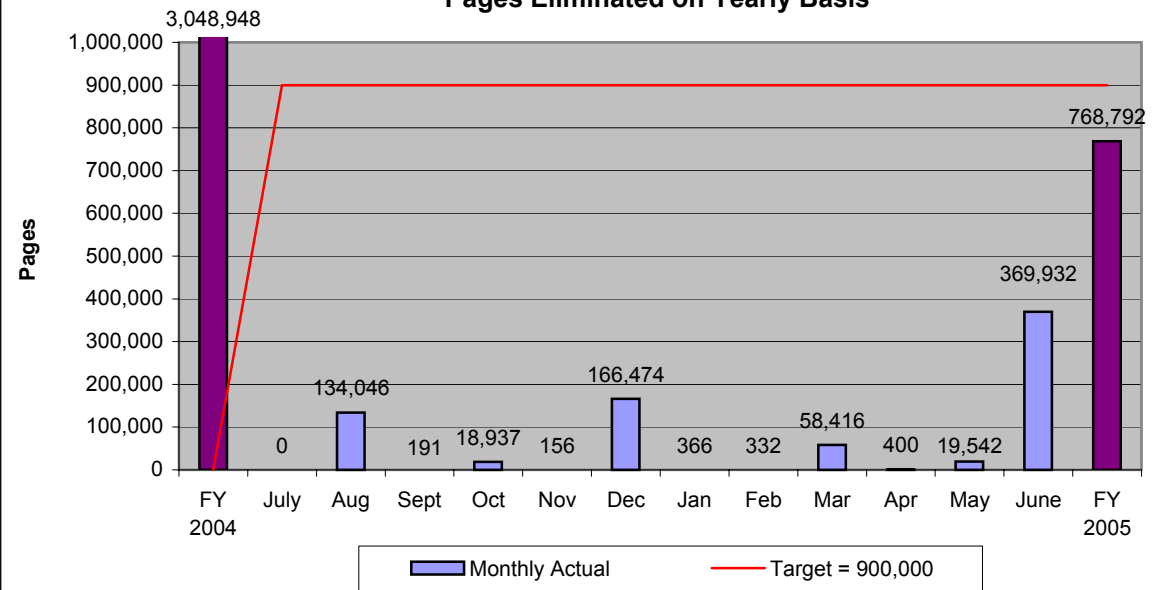
**MAY:** Final report reviews were approved by five units, increasing report tracking activity this month. Final approval is pending on the last seven MVD units identified in this project.

**JUNE:** All MVD units have been processed through the Report Tracking project and are set for Control D implementation; some units have already received Control D access and training. Throughout the process, cancelled reports included a number of reports already considered obsolete. Because of the difficulty of establishing exactly how many pages were in these reports and when printing stopped, page reduction estimates are conservative. Due to these conservative estimates, the targeted FY05 reduction of 900,000 pages was not officially met, though it is probable that the target was actually surpassed.

### Reports Identified for Cancellation/Elimination, Page Reduction, or Consolidation



### Pages Eliminated on Yearly Basis



# 2005 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Executive Services Group

AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	3	To promote safety and security in the workplace
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For Calendar Year 2005, maintain the Injury Incidence Rate at 4.10 per 100 employees.</b>

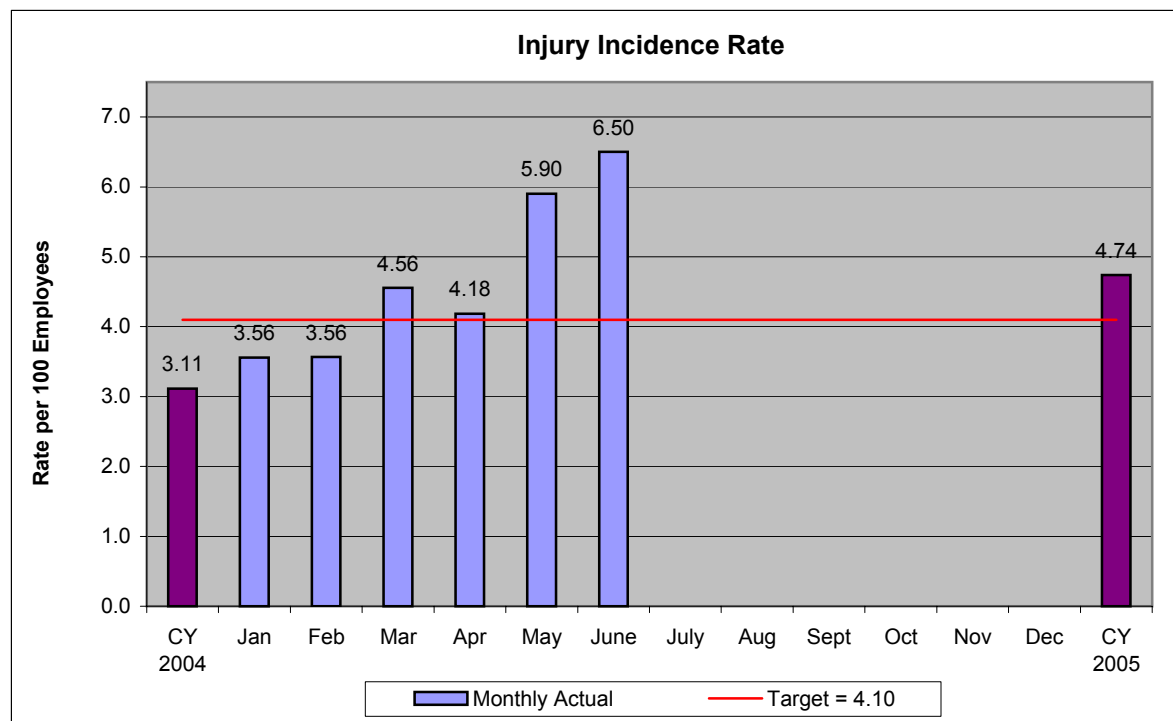
Type	PERFORMANCE MEASURES	CY 2004	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2005	CY 2005 Estimate
QL	Injury Incidence Rate (per 100 employees)	3.11	3.56	3.56	4.56	4.18	5.90	6.50							4.74	4.10
QL	Lost Work Day Rate (per 100 employees)	30.24	25.80	27.63	25.83	3.35	7.59	4.06							15.61	19.00
OC	Number of recordable injuries	45	4	4	6	5	7	8							34	55
OC	Number of lost time injuries	22	3	3	2	2	2	2							14	14
OC	Lost work days due to injury	437	29	31	34	4	9	5							112	238
IP	Hours of Exposure	2,889,890	224,811	224,407	263,273	239,045	237,245	246,107							1,434,888	3,127,464

## VARIANCE STATEMENT

INJURY TYPES	CY 2002	CY 2003	CY 2004	CY 2005
Chest, Ribs & Shoulder	6.3%	12.7%	17.8%	5.9%
Stomach & Groin	4.8%	0.0%	0.0%	0.0%
Back	19.0%	25.4%	15.6%	17.6%
Hand & Fingers	23.8%	17.5%	24.4%	23.5%
Knee, Leg & Thigh	17.5%	15.9%	20.0%	26.5%
Ankle & Foot	12.7%	6.3%	6.7%	5.9%
Arm & Elbow	3.2%	11.1%	6.7%	2.9%
Head, Eyes	6.3%	3.2%	4.4%	14.7%
Neck	6.3%	3.2%	4.4%	2.9%
Stress, Nervous	0.0%	4.8%	0.0%	0.0%

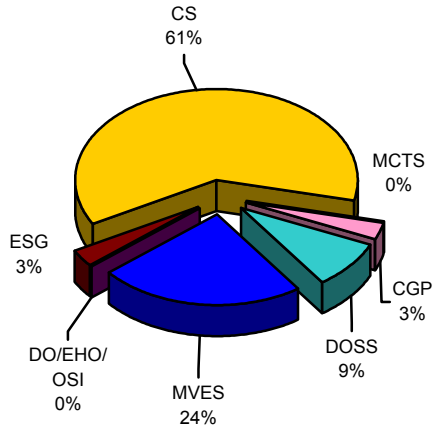
## NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

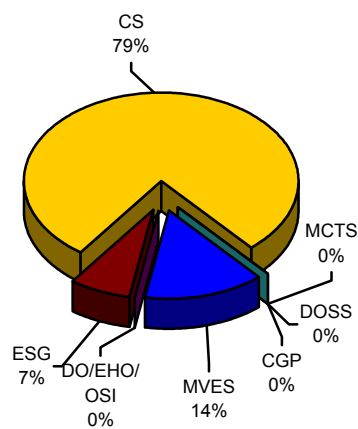


## Reportable Injury Statistics by Program Area

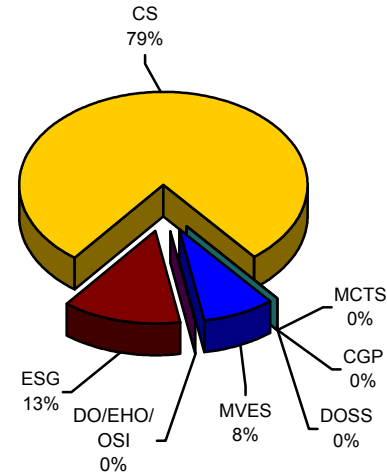
Reportable Injuries YTD



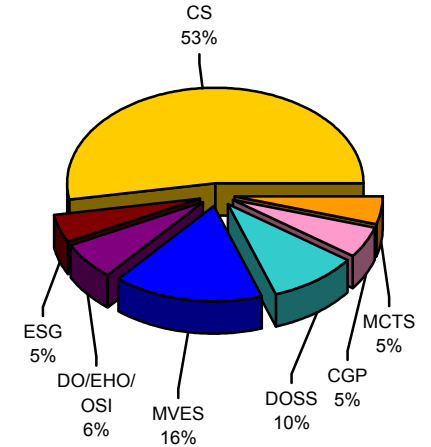
Lost Time Injuries YTD



Lost Days YTD



Hours of Exposure YTD



Type	PERFORMANCE MEASURES	CY 2004	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2005
QL	DO/EHO/OSI Injury Incident Rate (per 100 employees)	0.00	0.00	0.00	0.00	0.00	0.00	0.00							0.00
OC	Number of reportable injuries	0	0	0	0	0	0	0							0
OC	Number of lost time injuries	0	0	0	0	0	0	0							0
OC	Lost work days due to injury	0	0	0	0	0	0	0							0
IP	Hours of Exposure	167,887	15,135	14,838	17,683	15,235	15,508	14,327							92,726

QL	ESG Injury Incident Rate (per 100 employees)	1.45	19.28	0.00	0.00	0.00	0.00	0.00							3.00
OC	Number of reportable injuries	1	1	0	0	0	0	0							1
OC	Number of lost time injuries	0	1	0	0	0	0	0							1
OC	Lost work days due to injury	0	15	0	0	0	0	0							15
IP	Hours of Exposure	138,324	10,372	10,455	11,847	10,950	11,074	11,913							66,611



Type	PERFORMANCE MEASURES	CY 2004	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2005
QL	CS Injury Incidence Rate (per 100 employees)	2.67	3.38	6.77	7.25	1.61	6.52	7.36							5.54
OC	Number of reportable injuries	21	2	4	5	1	4	5							21
OC	Number of lost time injuries	13	2	3	2	1	1	2							11
OC	Lost work days due to injury	393	14	31	34	3	2	5							89
IP	Hours of Exposure	1,572,966	118,445	118,093	137,974	124,554	122,692	135,946							757,704

QL	MCTS Injury Incidence Rate (per 100 employees)	3.04	0.00	0.00	0.00	0.00	0.00	0.00							0.00
OC	Number of reportable injuries	2	0	0	0	0	0	0							0
OC	Number of lost time injuries	1	0	0	0	0	0	0							0
OC	Lost work days due to injury	3	0	0	0	0	0	0							0
IP	Hours of Exposure	131,409	10,386	10,533	12,488	11,563	11,208	12,529							68,707

QL	CGP Injury Incidence Rate (per 100 employees)	3.33	0.00	0.00	0.00	0.00	0.00	14.48							2.63
OC	Number of reportable injuries	3	0	0	0	0	0	1							1
OC	Number of lost time injuries	1	0	0	0	0	0	0							0
OC	Lost work days due to injury	1	0	0	0	0	0	0							0
IP	Hours of Exposure	180,117	11,509	11,318	13,268	12,647	13,423	13,814							75,979

QL	DOSS Injury Incidence Rate (per 100 employees)	4.72	0.00	0.00	7.88	8.76	0.00	8.31							4.34
OC	Number of reportable injuries	7	0	0	1	1	0	1							3
OC	Number of lost time injuries	3	0	0	0	0	0	0							0
OC	Lost work days due to injury	30	0	0	0	0	0	0							0
IP	Hours of Exposure	296,454	22,145	21,386	25,376	22,822	22,468	24,079							138,276

QL	MVES Injury Incidence Rate (per 100 employees)	5.46	5.43	0.00	0.00	14.54	14.68	5.97							6.81
OC	Number of reportable injuries	11	1	0	0	3	3	1							8
OC	Number of lost time injuries	4	0	0	0	1	1	0							2
OC	Lost work days due to injury	10	0	0	0	2	7	0							9
IP	Hours of Exposure	402,732	36,819	37,784	44,637	41,274	40,872	33,499							234,885

CGP Competitive Gov't Partnerships  
CS Customer Service  
DO Director's Office

DOSS Division Operational Support Services  
EHO Executive Hearing Office  
ESG Executive Services Group

MCTS Motor Carrier Tax Services  
MVES Motor Vehicle Enforcement Services  
OSI Office of Special Investigations

# 2004 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Executive Services Group

AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	3	To promote safety and security in the workplace
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For Calendar Year 2004, maintain the Injury Incidence Rate at 3.90 per 100 employees.</b>

Type	PERFORMANCE MEASURES	CY 2003	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2004	CY 2004 Estimate
QL	Injury Incidence Rate (per 100 employees)	3.96	1.02	0.92	2.78	1.79	4.23	4.06	5.16	3.54	1.60	1.76	3.59	6.80	3.11	3.90
QL	Lost Work Day Rate (per 100 employees)	19.38	0.00	0.00	2.78	4.17	22.57	71.54	68.84	73.35	3.99	7.93	0.00	3.40	30.24	19.38
OC	Number of reportable injuries	62	1	1	3	3	6	5	6	4	2	2	4	8	45	62
OC	Number of lost time injuries	17	0	0	2	3	2	4	5	2	1	1	0	2	22	17
OC	Lost work days due to injury	303	0	0	3	7	244	28	58	79	5	9	0	4	437	303
IP	Hours of Exposure	3,127,464	196,716	217,864	215,462	335,704	283,583	246,026	232,425	226,307	250,667	226,858	223,135	235,143	2,889,890	3,127,464

## VARIANCE STATEMENT

INJURY TYPES	CY 2001	CY 2002	CY 2003	CY 2004
Chest, Ribs & Shoulder	NA	6.3%	12.7%	17.8%
Stomach & Groin	NA	4.8%	0.0%	0.0%
Back	15.5%	19.0%	25.4%	15.6%
Hand & Fingers	15.5%	23.8%	17.5%	24.4%
Knee, Leg & Thigh	24.1%	17.5%	15.9%	20.0%
Ankle & Foot	5.2%	12.7%	6.3%	6.7%
Arm & Elbow	5.2%	3.2%	11.1%	6.7%
Head, Eyes	1.7%	6.3%	3.2%	4.4%
Neck	1.7%	6.3%	3.2%	4.4%
Stress, Nervous	NA	0.0%	4.8%	0.0%

## NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

